



الهيئة الوطنية لتنظيم المهن والخدمات الصحية  
NATIONAL HEALTH REGULATORY AUTHORITY

# Annual Report 2022





**The Late Amir His Highness Shaikh Isa Bin Salman Al Khalifa**



**His Majesty King Hamad Bin Isa Al Khalifa**



**His Royal Highness Prince Salman Bin Hamad Al Khalifa, the Crown Prince and Prime Minister**



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# CEO Message



“

Another year has passed, and we are to celebrate our achievements. It was a year full of challenges where we strived to achieve our goals and meet our KPIs. One of the most important goals was to be recognized internationally as an accrediting body, and by the end of 2022, we were able to have our accreditation standards recognized by the International Society for Quality in Healthcare (ISQua). This would not have been achieved without the dedication of our staff and the support from our partners in the government and private healthcare sectors.

Digital transformation remains a major goal to achieve, and in 2022 we dedicated all our efforts to maintain and improve the developed licensing systems Mehan, Munshaat, and initiated a new system AJHEZA for medical device registration. After the successful implementation of the inspection phone app used by NHRA inspectors, we are all set to publish the Mehan phone app early in 2023.

With the dedication of the NHRA team and the commitment from our partners and support from the Supreme Council of Health, we will continue to ensure the safety and quality of healthcare in the Kingdom of Bahrain.

**Dr. Mariam Al Jalahma**  
**CEO**

”



# Executive Summary

## All departments at NHRA work as a team to ensure the safety and quality of healthcare services in Bahrain.

In 2022 the Health Facilities Regulation section issued 96 new facility licenses and renewed 797 facility licenses. Facilities rectified 256 major violations identified by the inspectors. The total number of facilities licensed in Bahrain is 920 an increase of 10.7 % from the year 2021.

On the other hand, the Health Profession Regulation section issued a total of 3,846 new licenses and renewed 12,840 licenses. The total number of professionals with active licenses reached 20,475 by the end of 2022.

The Pharmacy & Pharmaceutical Product Regulation section reviewed 5,878 applications for new registration, renewal, variations, and classification. The department registered 177 new medicines in Bahrain which has raised the total number of registered medicines in Bahrain to 3,683. The pharmacy inspection team licensed 38 new pharmacies, making the total number of pharmacies licensed in 2022 to 411 an increase of 4 % from last year.



The Medical Devices Control section reviewed 11,404 applications for new medical devices and approved a total of 10,142 that met importation and quality criteria.

In 2022 a total of 12,135 Continuous Professional Development (CPD) activities were approved by the Clinical Trial and CPD section. The section also approved 7 clinical trials to be conducted in the Kingdom.

The Medical Complaints & Investigation section reviewed 248 complaints and jurisdiction cases in 2022 of which medical errors were detected in only 17.3% of the cases. Sixty-one disciplinary actions were issued to healthcare professionals and facilities who committed medical errors.

The Accreditation and Quality group achieved its KPIs through accrediting 23 hospitals of which 3 were newly eligible hospitals and 70 medical centers of which 44 were newly eligible centers. By the end of 2022, 100% of all eligible hospitals were accredited including Salmaniya Medical Complex (SMC). In terms of continuous quality improvements, 92% of accredited hospitals and 93% of accredited centers have implemented more than 80% of the improvement recommendations that were given during the accreditation survey.

The Legal Affairs unit prepared more than 110 decisions to form committees, referrals of investigations, and decisions to disciplinary decisions.

The Human and Financial Resources section incentivized 24 and promoted 26 staff members. We were able to recruit 12 new staff to join the NHRA family.

In our pursuit to abide by the governmental fiscal plan, NHRA has increased its revenues in 2022 to BHD 2.6 million compared to BHD 2.4 million in 2021 and is now covering 93% of its recurrent budget.

This report reflects our activities and highlights the statistics of the healthcare sector in the Kingdom of Bahrain.

# National Health Regulatory Authority Organizational Chart







## OUR VISION

Safe & High Quality Health Services

## OUR MISSION

Regulate the provision of healthcare in Bahrain to ensure high efficiency, safety and effectiveness in delivering health services; both in the government and private based on the best scientific principles and health practice standard accredited in the Kingdom

## OUR GOALS



**Regulated & Accountable  
Healthcare Sector**



**Safe & Trusted  
Health Services**



**Protected  
Health Rights**



# NHRA Strategic Plan

By the end of 2020, the Authority updated its strategy, planning the next five years and accordingly issued a new strategy endorsed by the Supreme Council of Health. The new strategy continues to maintain the vision and strategic objectives, with amendments to procedures and monitoring indicators that reflect the future directions of regulating the health sector in the Kingdom, and to be in line with the local and international developments.

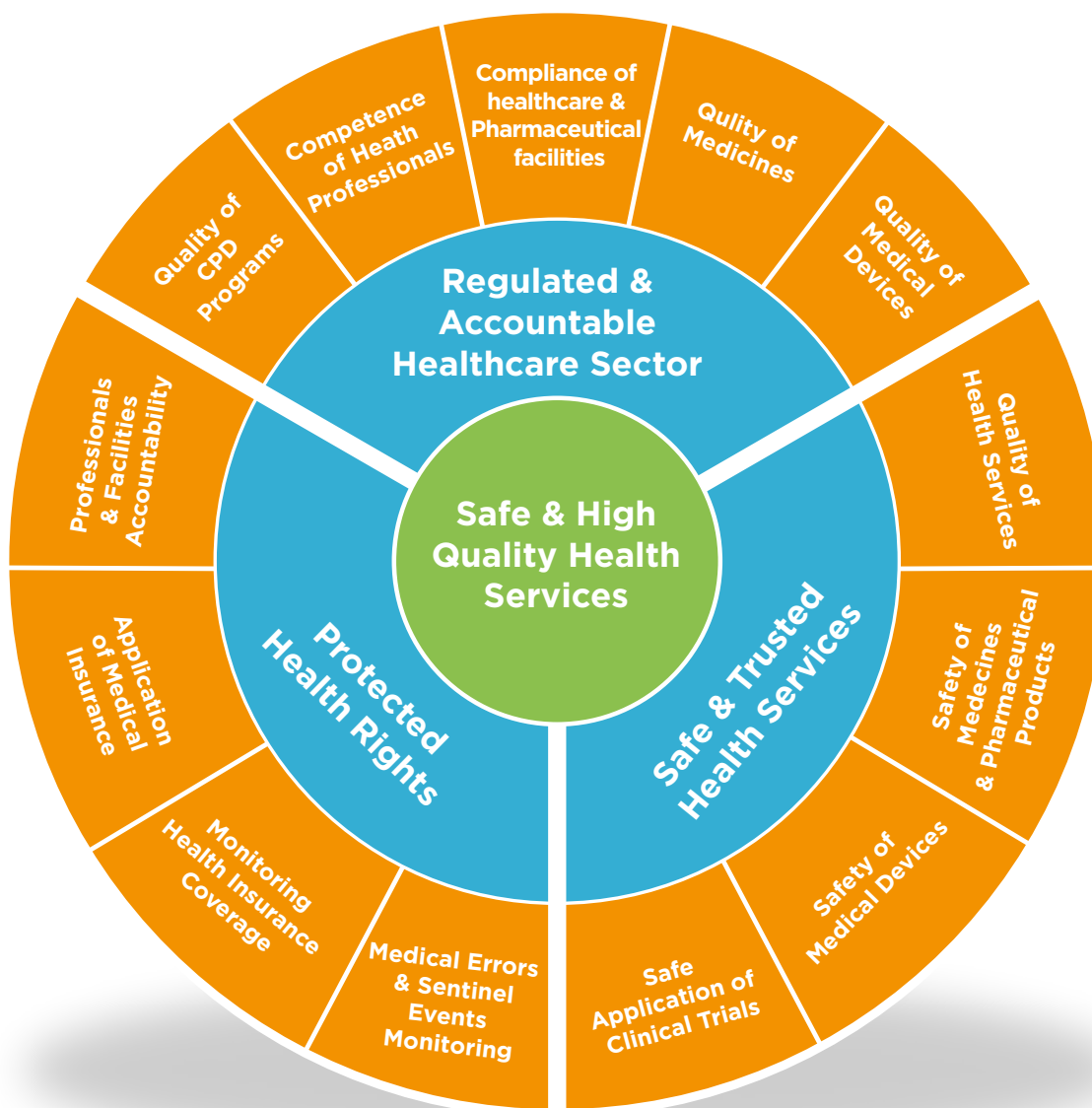
Our strategic plan focuses on the most important strategic directions to be achieved in the next five years. The strategy identifies the vision, mission and specifies the strategic directions and initiatives to achieve our goals, as well as developing key performance indicators to measure initiatives achievement.

NHRA planned several projects to ensure the achievement of strategic objectives in various areas as follows:

- Training Projects
- Development of electronic systems
- Obtain international accreditation for NHRA
- Updating the resolutions, regulations and laws governing the NHRA work







Each department at NHRA is responsible to implement the initiatives/procedures in the plan in relation to its responsibilities and function.

## NHRA Strategy Key Performance Indicators







The following summarizes the operational plan for our strategy for each department. The Human and financial resources department will implement infra structure initiatives in order to support NHRA functions and enable it to achieve its goals. The status of this plan and each KPI is summarized below:

## To Achieve a Regulated and Accountable Healthcare Sector

|  | Strategy   | % of KPIs achieved  | Key Performance Indicator   |
|--|--|---|---|
| <b>GOAL 1</b><br>Regulated & Accountable Healthcare Sector   | <br><b>Compliance of Healthcare Facilities</b>      | 76%   | Percentage of licensed health facilities that comply with more than 70% of the requirements. (Scale 100%)                           |
|  |  | 95%   | Percentage of facilities that corrected violations during the specified period. (Scale 90%)   |
|  | <br><b>Compliance of Pharmaceutical Facilities</b> | 90%   | Percentage of licensed pharmaceutical facilities that corrected the violations during the specified period. (Scale 90%)             |
|  |  | 100%  | Percentage of licensed pharmaceutical facilities that comply with more than 70% of the requirements. (Scale 100%)                   |
|  | <br><b>Compliance of Health Professionals</b>     | 100%  | Percentage of professionals granted license to practice according to PQR from total submitted annually. (Scale 100%)                |
|  |  | 100%  | Percentage of licenses renewed annually accordingly to the requirements from the total submitted for renewal. (Scale more than 95%) |
| <br><b>Quality of CPD Programs</b>    | 100%   | Percentage of approved CPD programs from the total submitted. (Scale is more than 70%)                              |   |
| <br><b>Quality of Medicines</b>       | 47%  | Percentage of drugs and pharmaceutical products registered annually from the total reviewed medicines. (Scale 50%)  |   |
| <br><b>Quality of Medical Devices</b> | 50%  | Percentage of registered devices of the total applied devices annually. (Scale 50%)                                 |   |
|  | 100%   | Percentage of devices approved to be released according to standards from the total imported. (Scale more than 80%) |   |

## To Achieve Safe and Trusted Healthcare Services

**GOAL 2**  
Safe & Trusted Healthcare Services

| Strategy   | % of KPIs achieved | Key Performance Indicator   |
|--|--------------------|---|
|  <b>Quality of Health Services</b>                        | 80%                | Percentage of health facilities accredited among the planned annually. (Scale more than 80%)  |
|  | 80%                | Percentage of the fully compliant quality standards out of the total standards assessed in health facilities. (Scale more than 80%)           |
|  | 80%                | Percentage of facilities that implemented more than 80% of improvement recommendations during the accreditation period. (Scale more than 80%) |
|  <b>Safety of Medicines &amp; Pharmaceutical Products</b> | 100%               | Percentage of medicines & pharmaceutical products withdrawn from the market annually form the total reported recalls. (Scale 100%)            |
|  <b>Safety of Medical Devices</b>                       | 100%               | Percentage of medical devices & supplies withdrawn from the market annually form the total reported recalls. (Scale 100%)                     |
|  <b>Safe Application of Clinical Trials</b>             | 100%               | Percentage of approved clinical trials that meet the requirements from the total submitted annually. (Scale 100%)                             |





## To Achieve Protected Health Rights

### GOAL 3 Protected Health Rights



#### Professionals and Facilities Accountability

Strategy

% of KPIs achieved

Key Performance Indicator

100%

Percentage professionals who committed medical/ethical/professional errors against whom measures (attention letter, disciplinary, amendments procedures, acceptance of procedure taken by the facility) have been taken by the NHRA from the total. (Scale 100%)

100%

Percentage of facilities in which violations have been detected and for which measures have been taken (warning letter, disciplinary action, modification of procedures, approval of procedures by the establishment only, referral to the prosecution, closure) of all violating facilities. (Scale 100%)

100%

Percentage of individuals practicing without a license who were referred to the Public Prosecution out of the total incidents detected by NHRA. (Scale 100%)



# NHRA Digital Transformation Program



**The NHRA IT Vision was initiated in 2020 which is set to enable NHRA to be a Digital Health Regulator Model in the Gulf Cooperative Council (GCC).**

The NHRA Digital Transformation Program has enabled NHRA to offer end-to-end Health Regulatory e-Services using state-of-the-art Amazon Cloud Services and features. By the end of 2022 the following systems were up running:

1. Healthcare Professionals (HCP) Regulation System “Mehan”
2. Healthcare Facilities (HCF) Regulation System “Munshaat”
3. Accounting System
4. HCP Professional Mobile App
5. HCF Inspectors Mobile App
6. Ajheza system for medical device registration.

The systems incorporate intervention / interfacing with LMRA, Sijilat, iGA-CPR, NPA (e-Payment Gateway), i-Sehati/ NEMR Prometric, Dataflow/Quadrabay and the e-Notification system (SMS/SNS). In 2022 we continued to adjust the digitized systems and offer support to all end users to ensure seamless integration. We faced a few challenges, however, with the dedicated staff of the departments and a robust support service we were able to offer end to end services to our clients. The following systems are now fully functional at NHRA:





# Health Facilities Regulation



## Health Facilities Regulation Achievements



**1.** Initiated digital inspection process.



**2.** Reviewed and rectified all facilities data.



**3.** Created and published Cryotherapy regulations and requirements.

### Licensing Activities

In 2022, the Healthcare Facilities Regulation Department (HCF) processed 123 new applications for registration and issued 96 licenses to new healthcare facilities. The department also renewed the licenses of 797 healthcare facilities. By the end of 2022, the total number of licensed private healthcare reached 877 licensed facilities, including 21 hospitals, 334 centers, and 85 clinics in the Kingdom of Bahrain.



Total Number of Licensed Private Facilities in the Kingdom of Bahrain



Total Number of Licensed Government Facilities in the Kingdom of Bahrain



Total number of licensed private hospitals



Total number of inspection visits 2022



Total number of rectified major violations identified by the inspectors



Total number of violations identified



Total number of private facilities providing pre-marital checkup



Total number of private facilities providing pre-employment examination



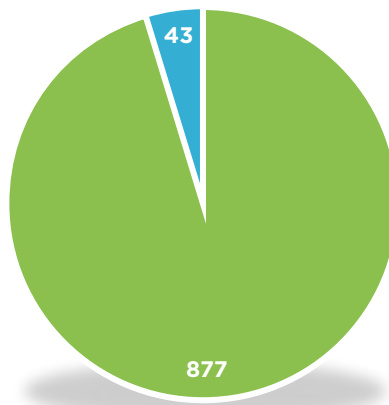
Total Private Facilities providing Vaccination services

### Inspection Activities

By the end of 2022, the authority's inspection team had conducted 1271 inspection visits, of which 3748 general violations were detected in healthcare facilities. Most of the observed violations represented were in contracts, safety, licensing, medical records and waste management. The necessary measures were taken to correct them, as 67 notification letters were issued, 33 referrals to the Public Prosecution Office and 7 violating facilities were closed. Two hundred and fifty-six major violations that were identified by inspectors have all been rectified. Whilst in 396 private health care facilities no violations were observed during those visits.

### Total Licensed Facilities in the Kingdom of Bahrain

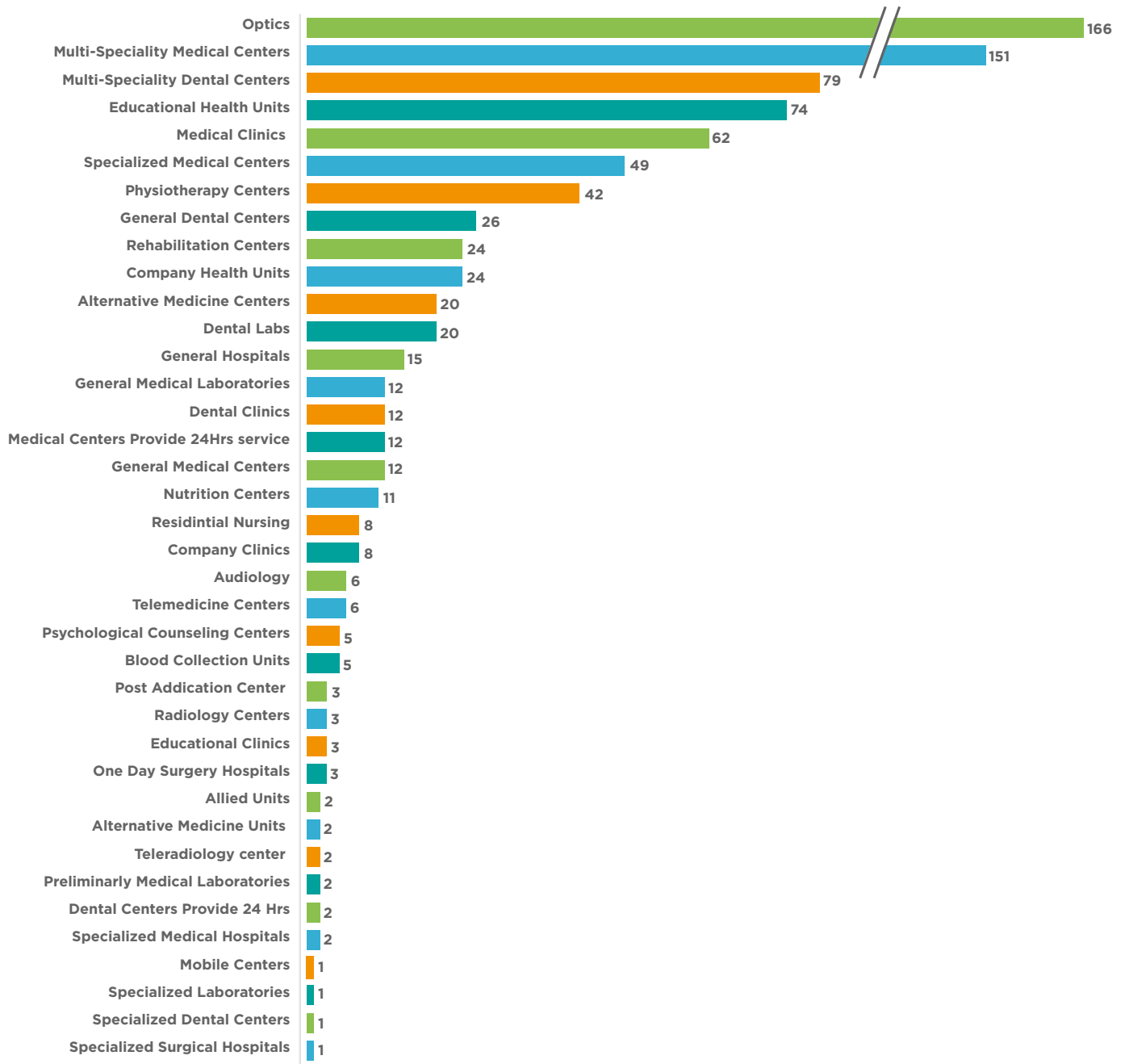
Total 920



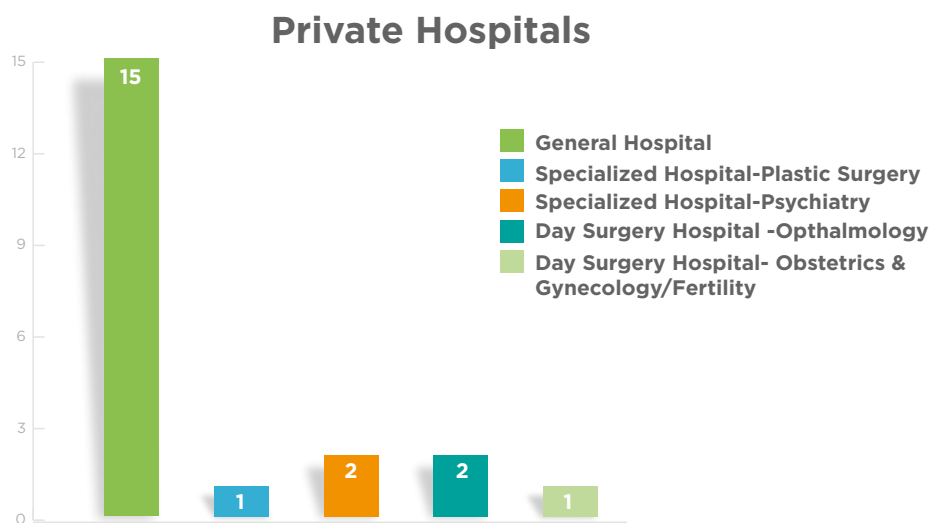
Private  
Governmental



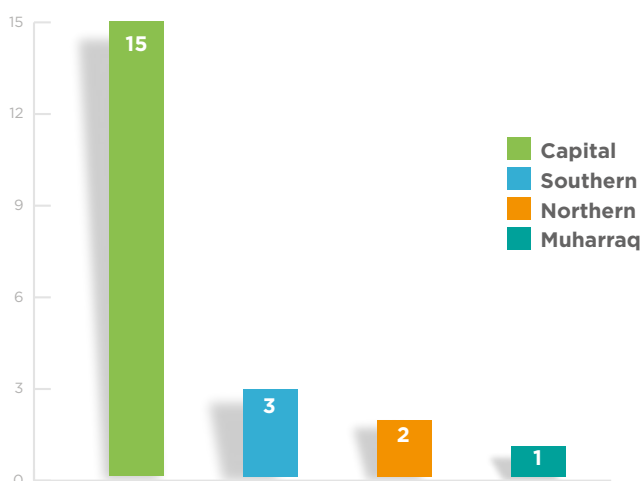
## Classification of Private Facilities



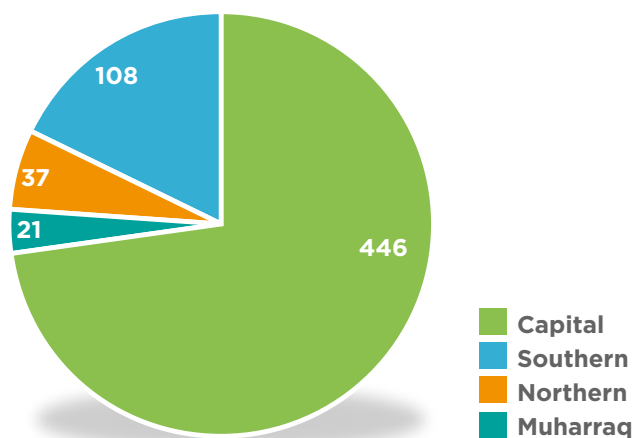
## Private Hospitals



### Geographic Distribution of Private Hospitals

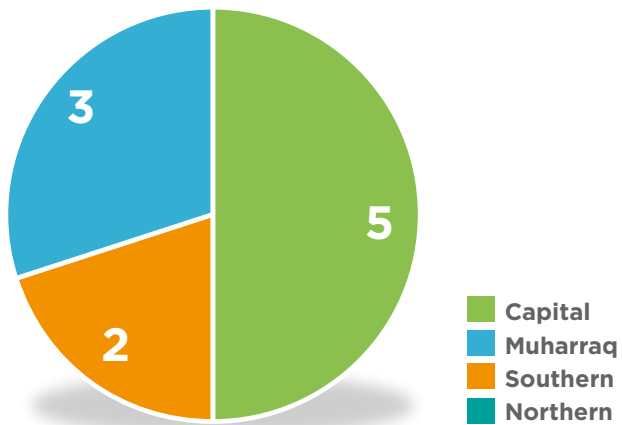


### Geographic Distribution of Private Hospitals Beds

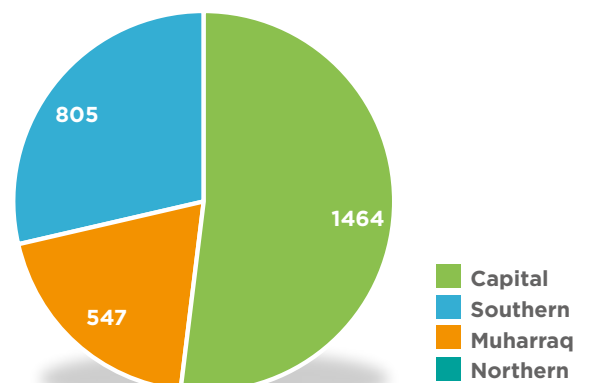


## Government Facilities

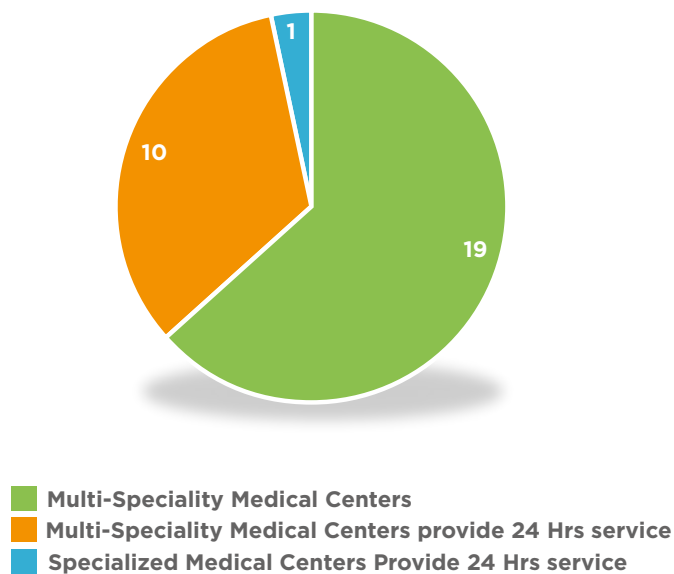
Geographic Distribution of Government Hospitals



Geographic Distribution of Government Hospital Beds



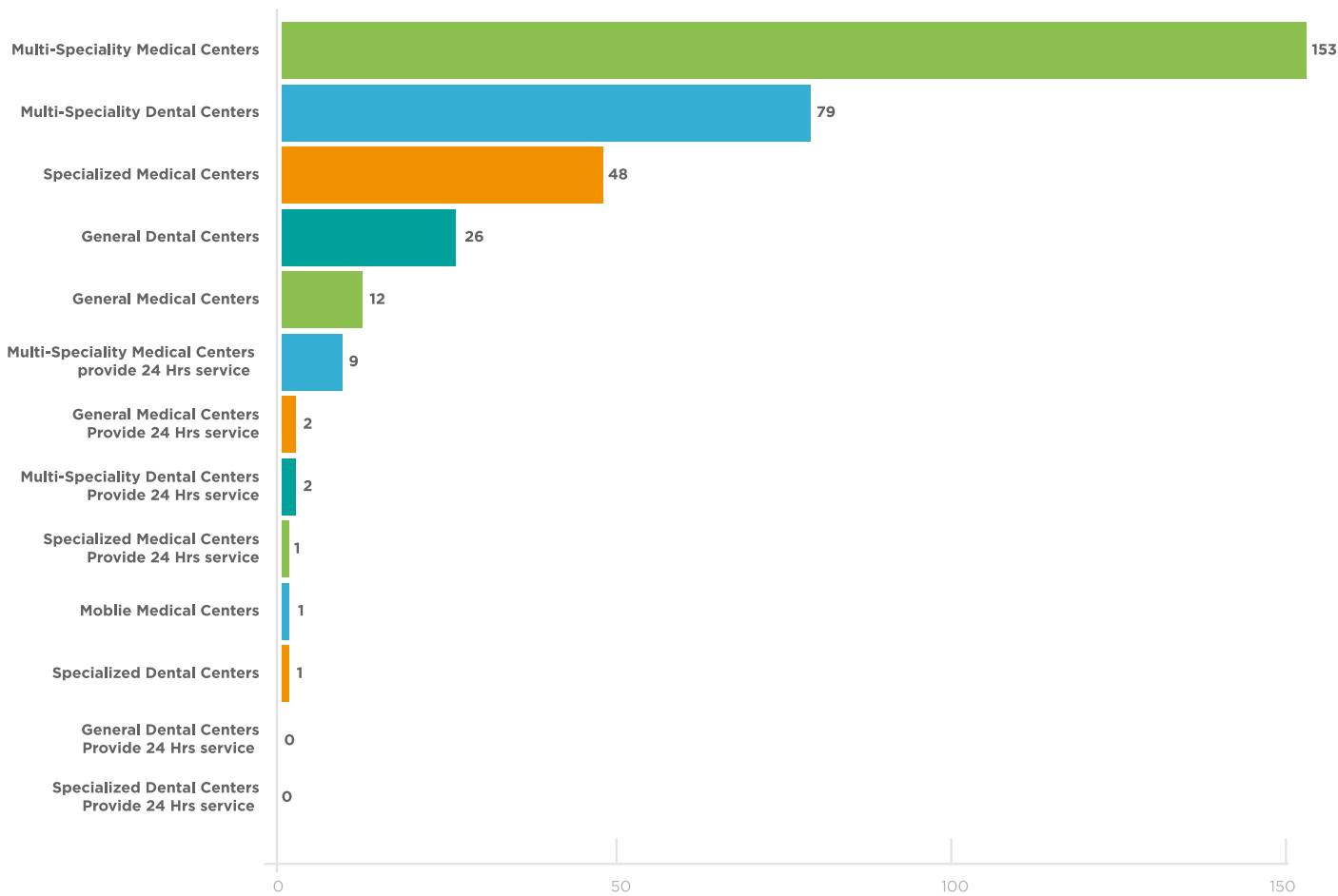
Number of Registered Centers Government Sector





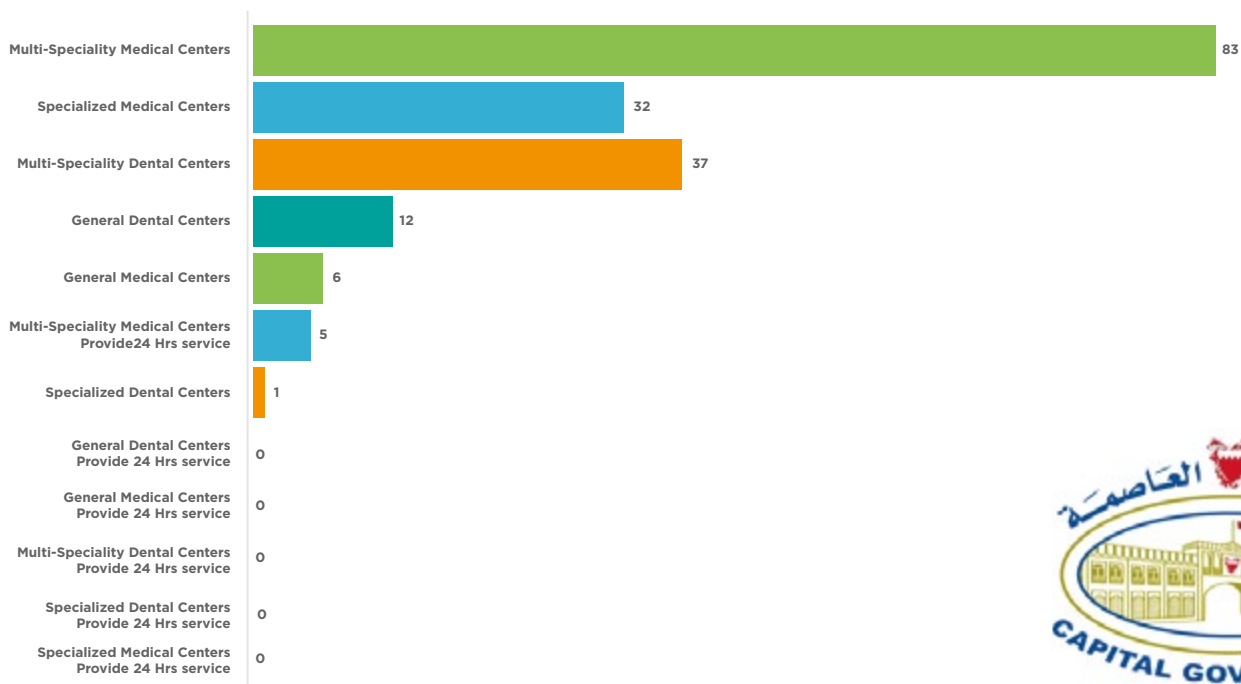
# Private Centers

## Private Centers Categories

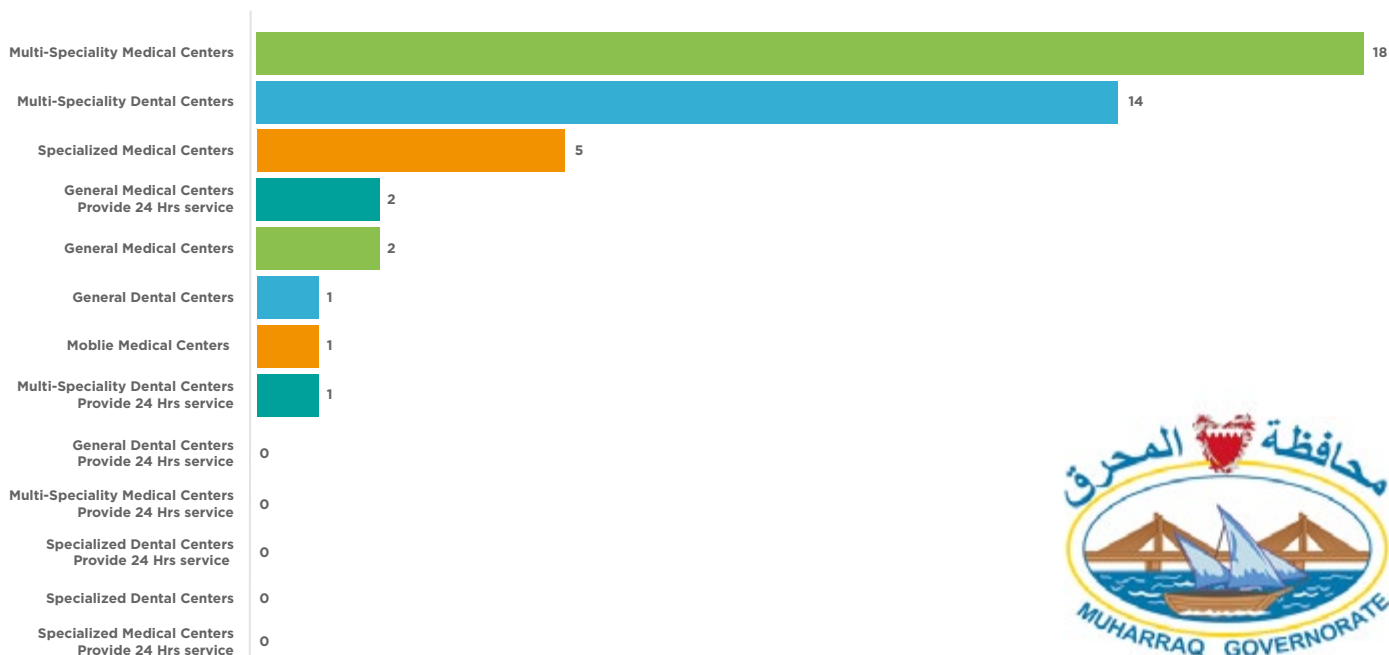


# Geographic Distribution of Private Medical Centers

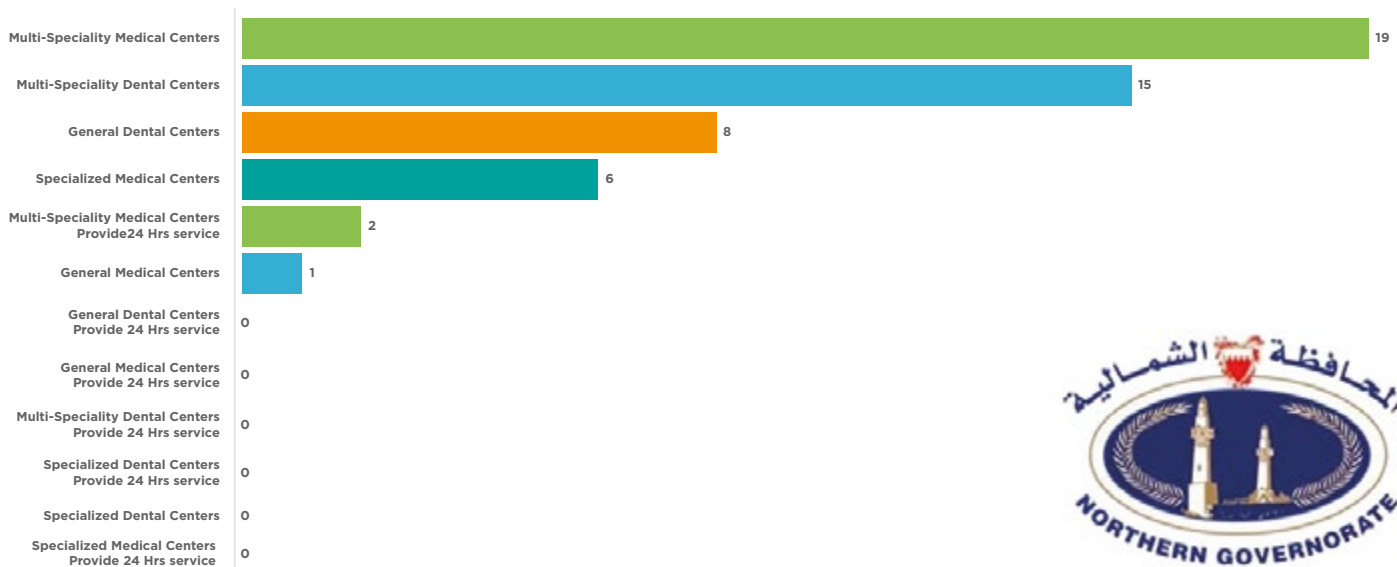
## Capital



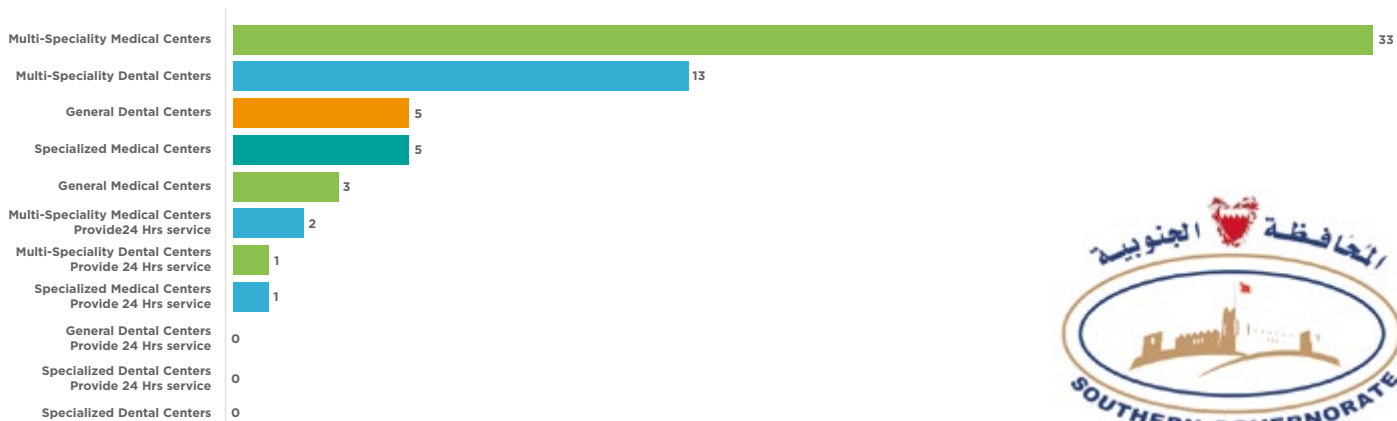
## Muharraq



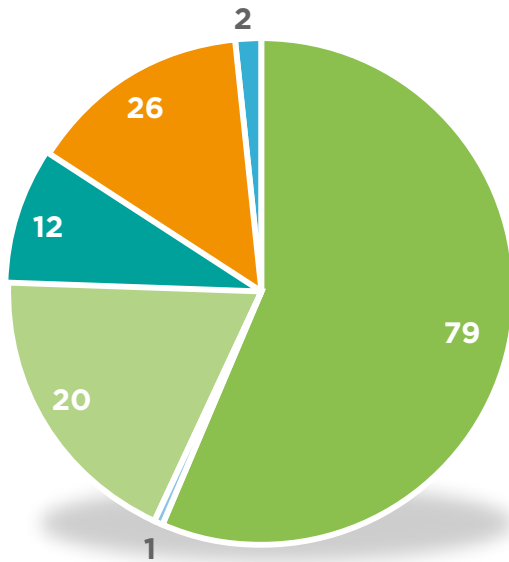
## Northern



## Southern



## Dental Healthcare Facilities

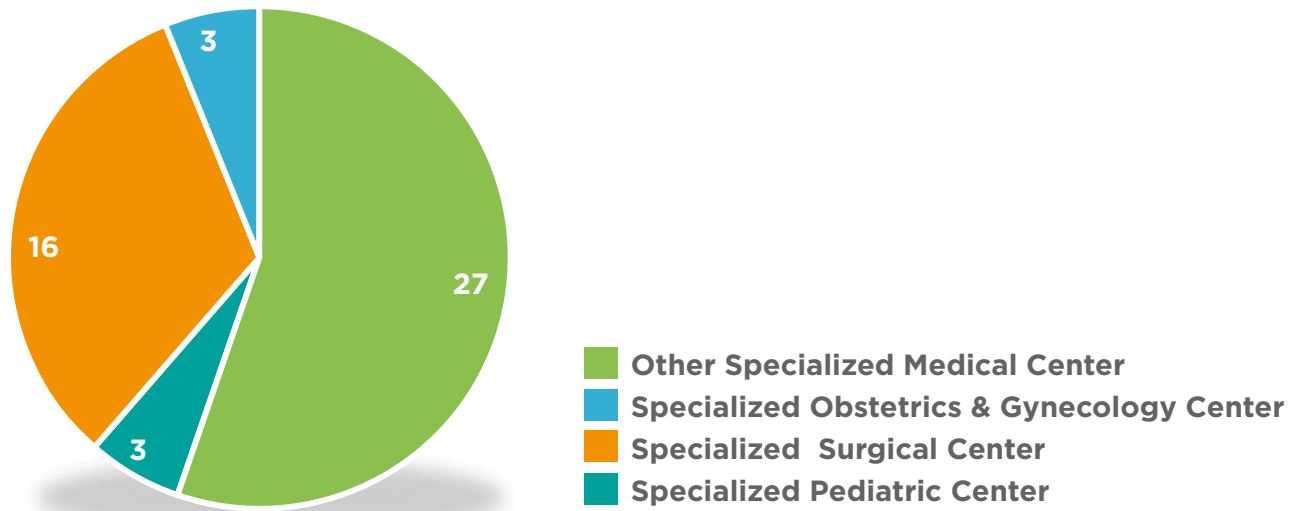


- Multi-speciality Dental Centers
- Dental Centers provide 24 Hrs service
- General Dental Centers
- Dental Clinics
- Dental Clinics Provide 24Hrs service
- Dental labs
- Specialized Dental Centers

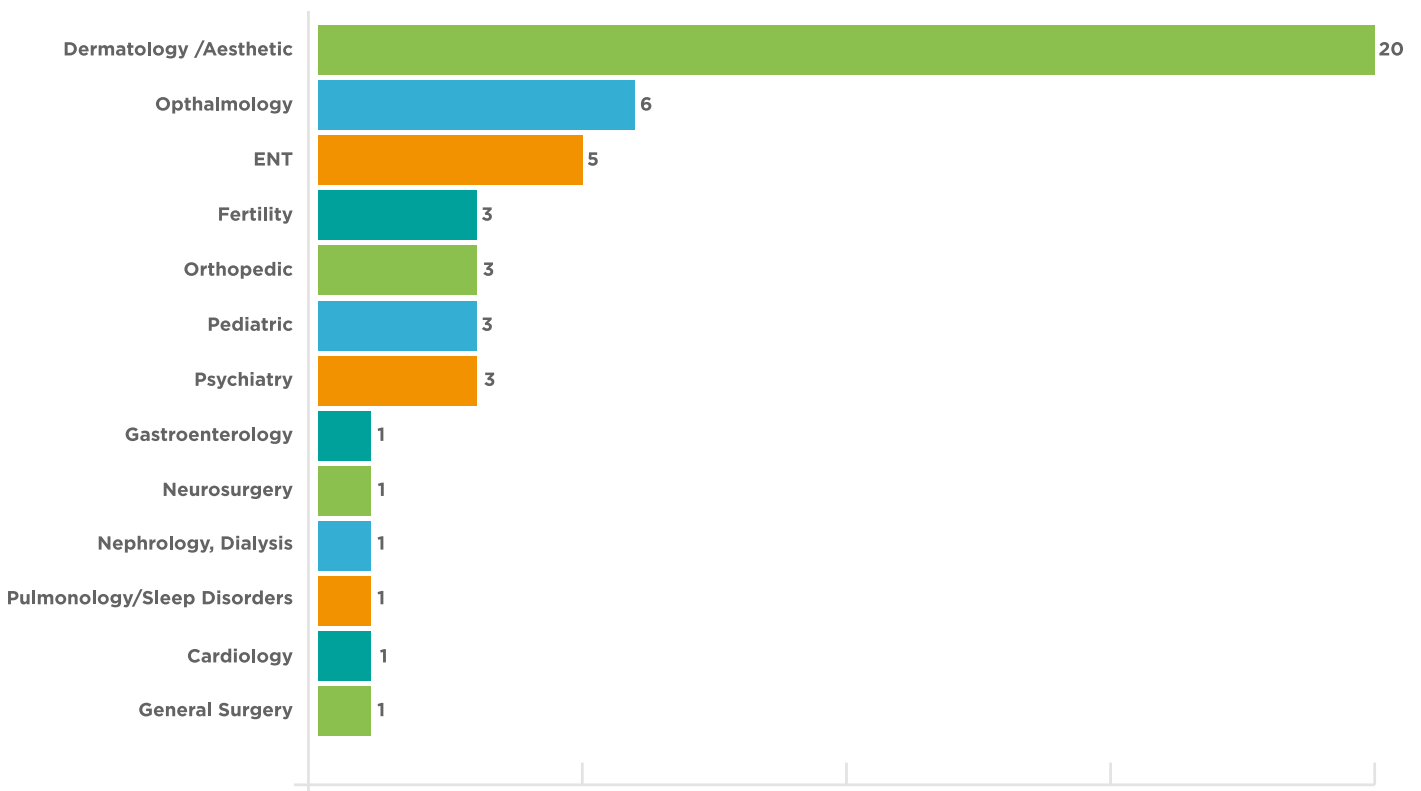


# Specialized Medical Centers

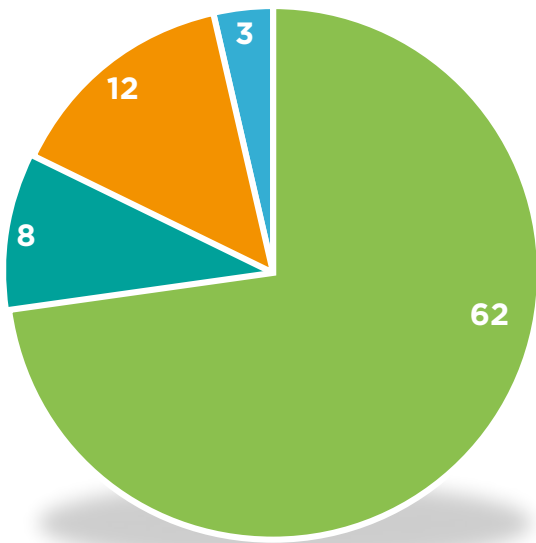
## Categorization of Specialized Medical Centers



## Specialties of Other Specialized Medical Centers



## Private Medical Clinics

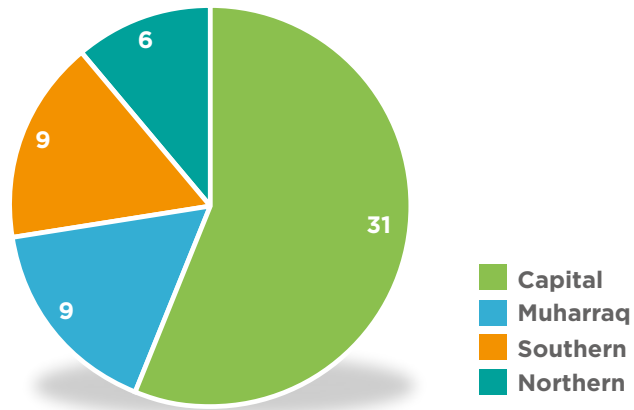


- Medical Clinics
- Medical Clinics Provide 24 Hrs service
- Educational Institutes Clinics
- Private Dental Clinics
- Company Clinics

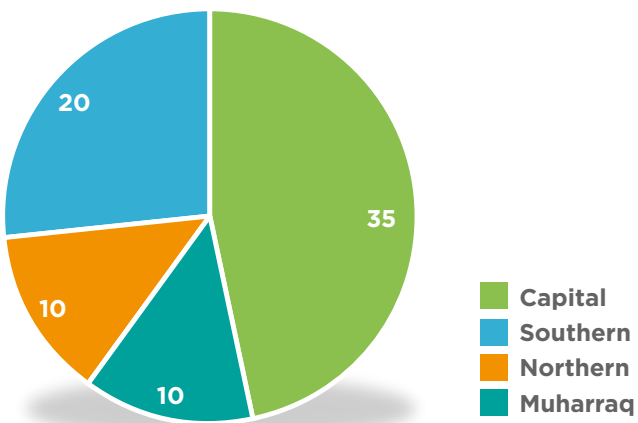




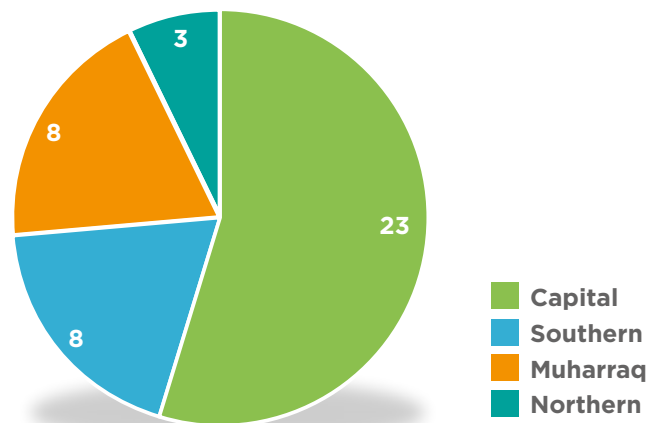
**Total Private Facilities providing Pre-Marital Checkup**  
Total 55



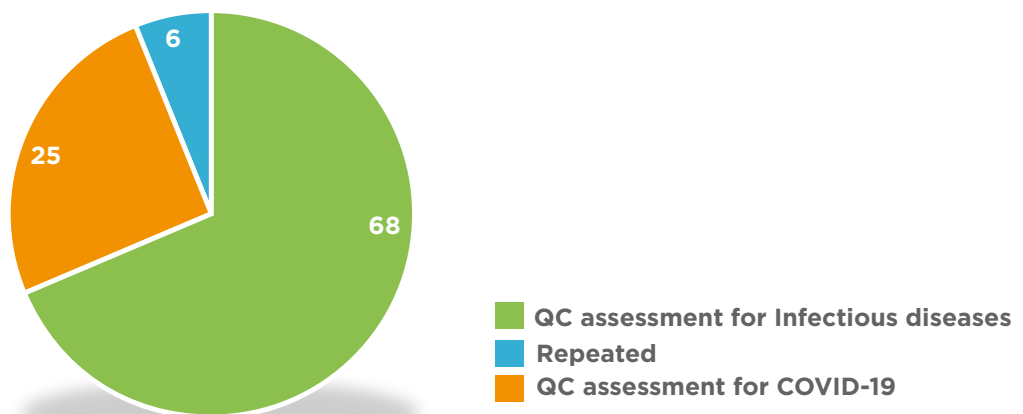
**Private Facilities providing Vaccination Services**  
Total 75



**Private Facilities providing Pre-employment Examination for Expatriates**  
Total 42

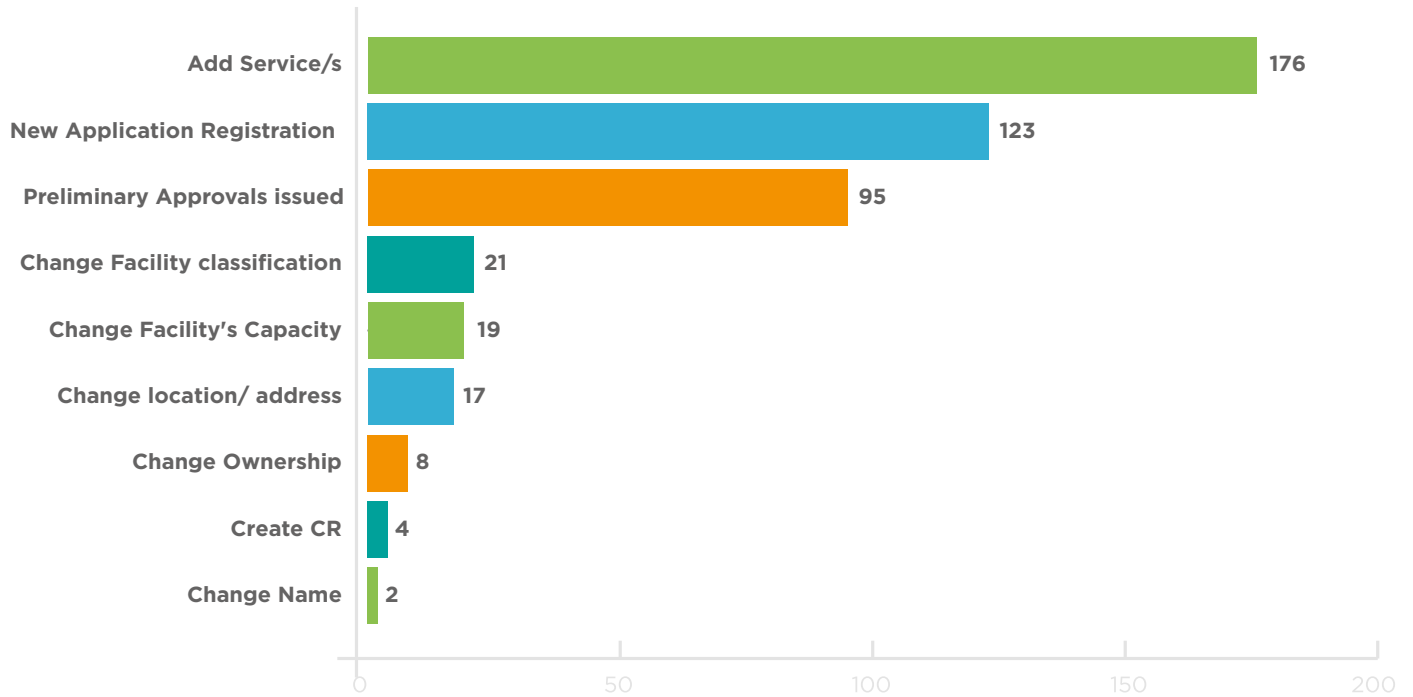


**Quality Control Assessment**  
Total 99

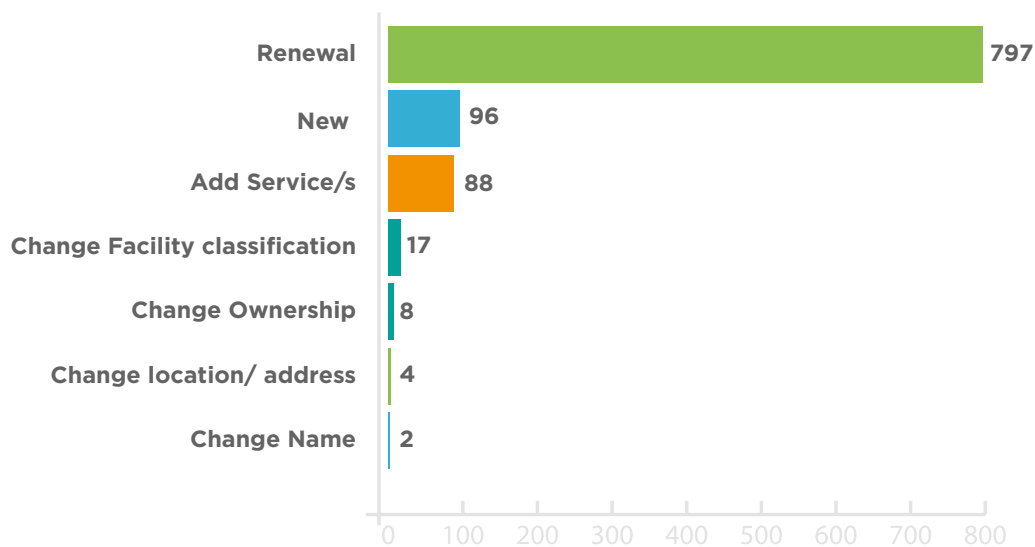


# Healthcare Facilities Activities

## Applications Processed



## Licensing Activities

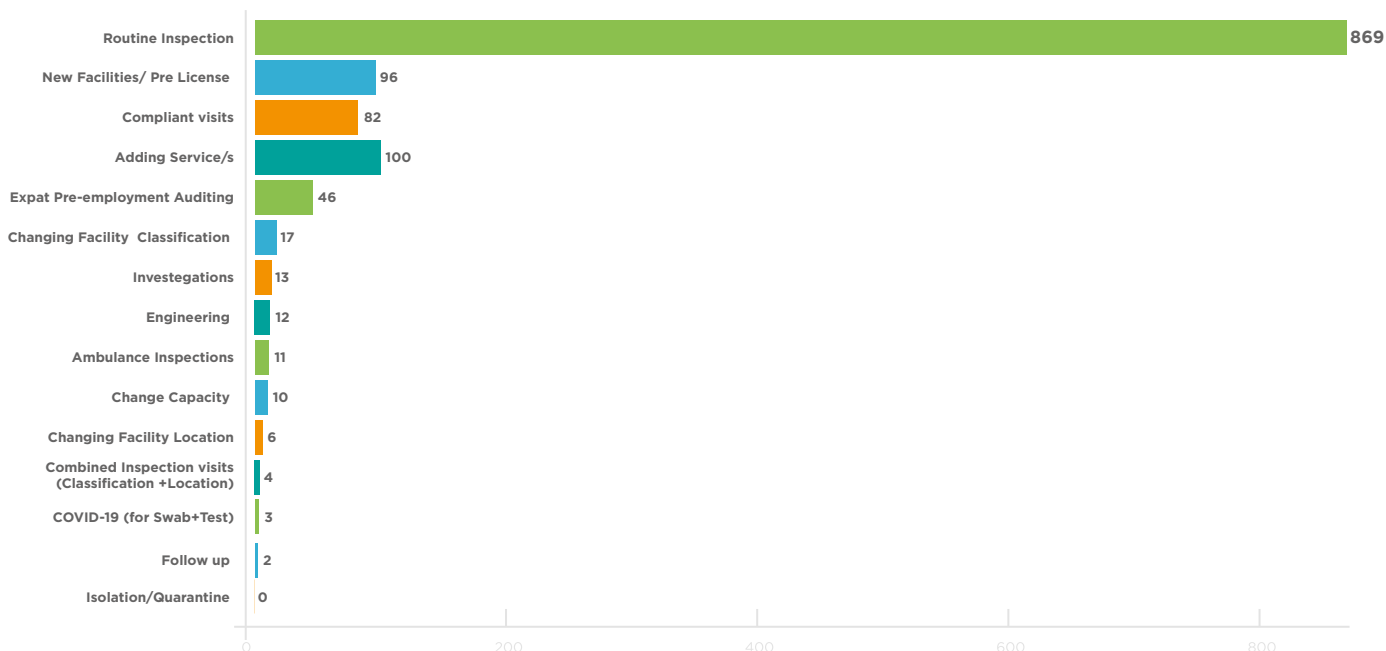


# Inspection Activities

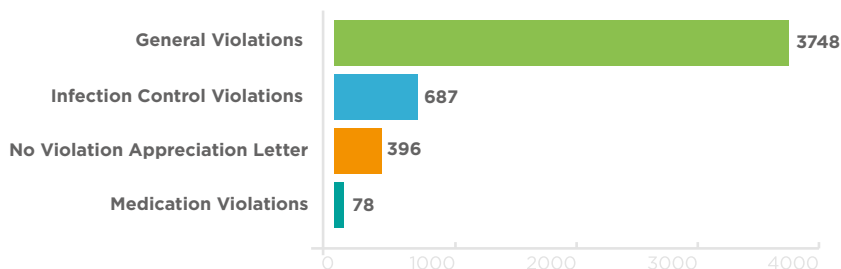
## Inspections & Violations

### Inspection Visits 2022

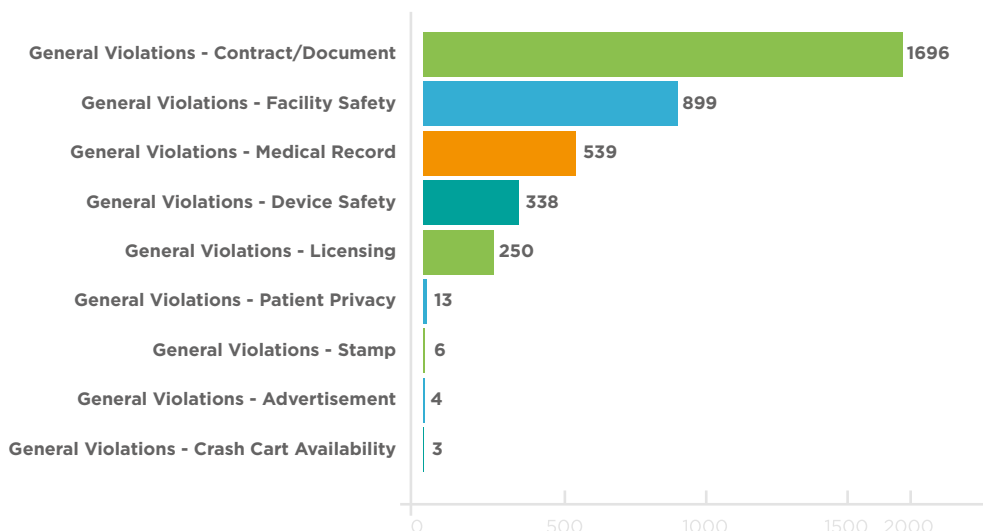
Total 1271



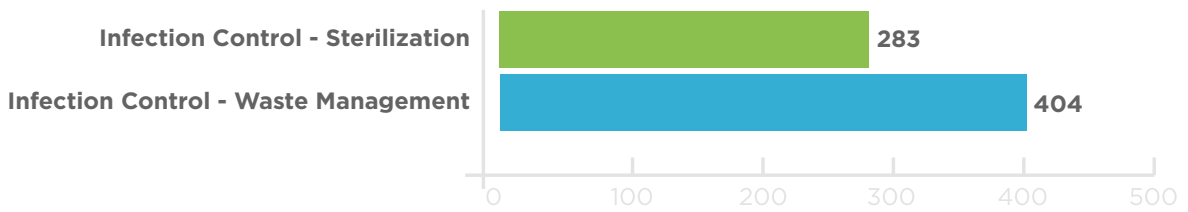
### Inspection Violations



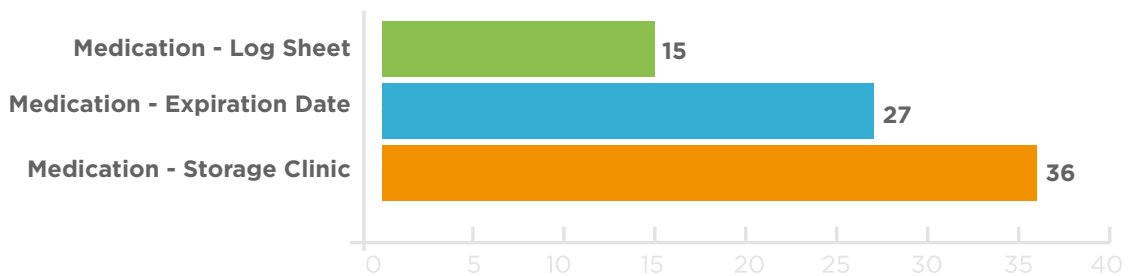
### General Violations Sub-Category



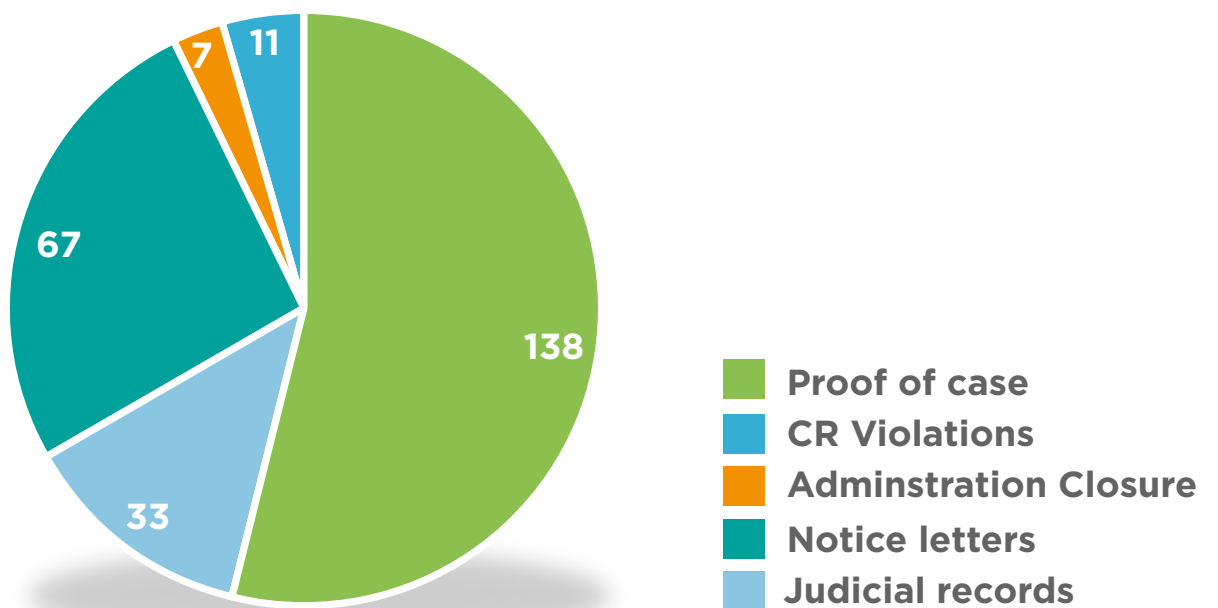
## Infection Control Sub-Violations



## Medication Sub-Violations

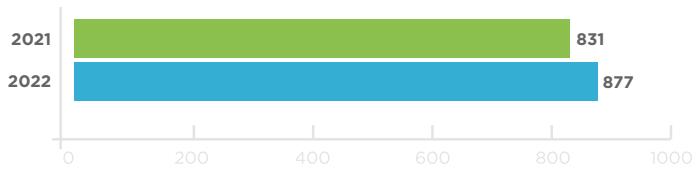


## Actions Taken Against Major Violations

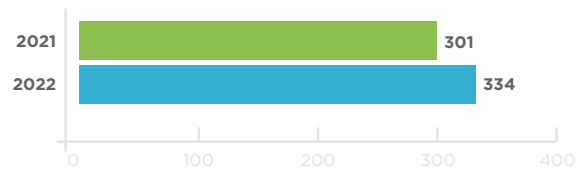


## Health Facilities Regulation statistic's comparison 2021-2022

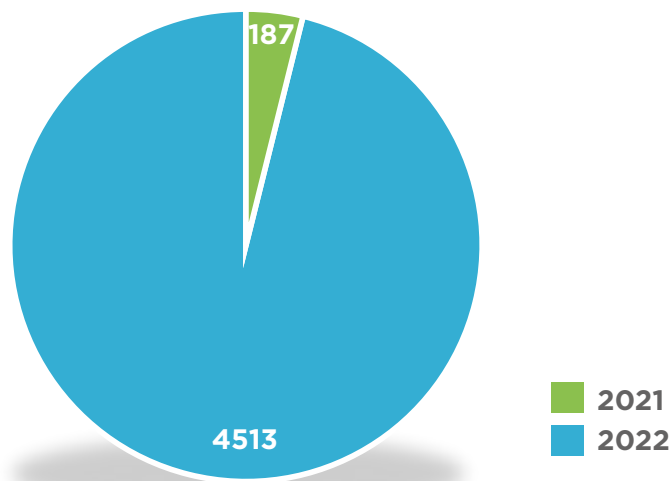
**Total Private facilities**



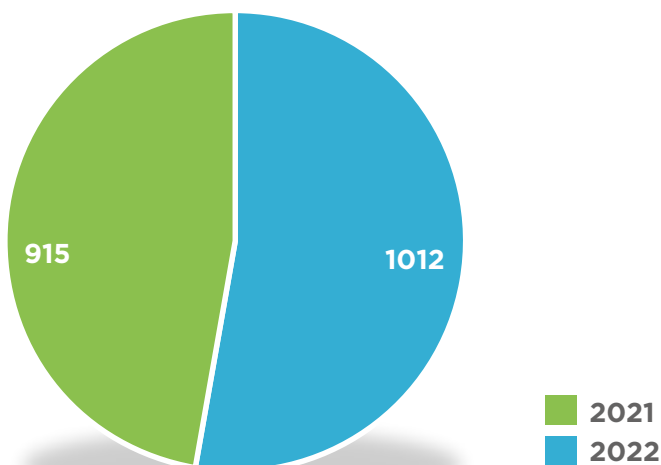
**Total number of registered private centers**



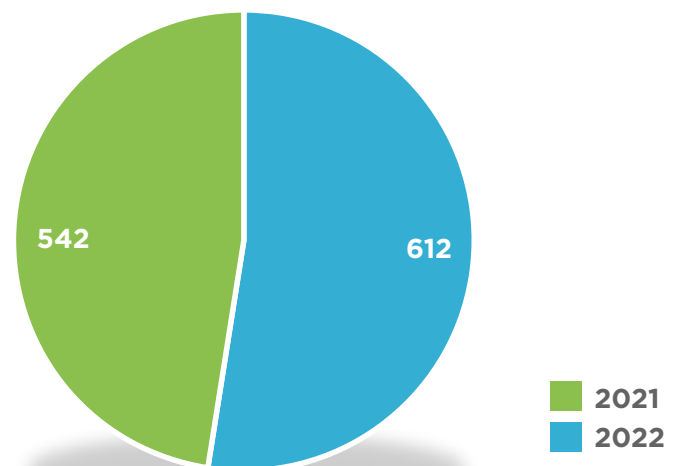
**Total Violations**



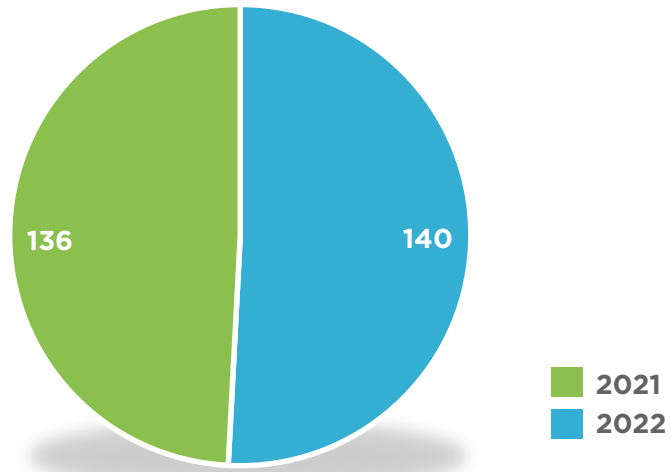
**Total Licensing Activities**



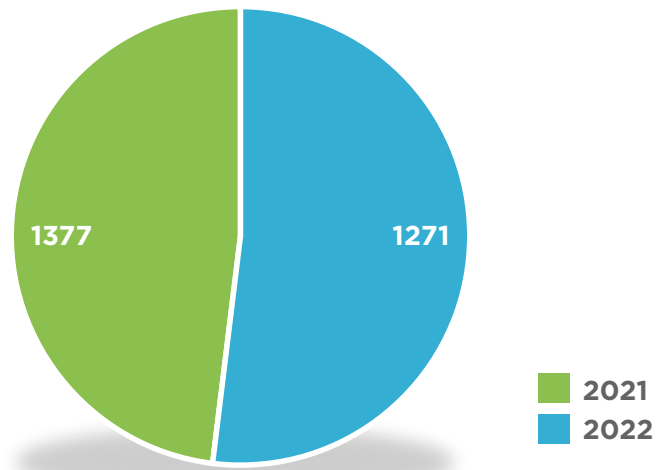
**Number of Beds in the Private Sector**



## Total Dental Healthcare Facilities

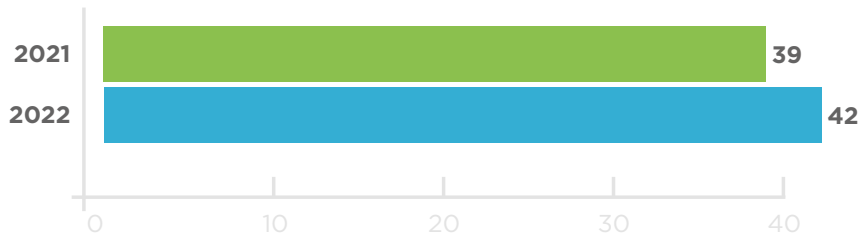


## Total Inspection visits Sector

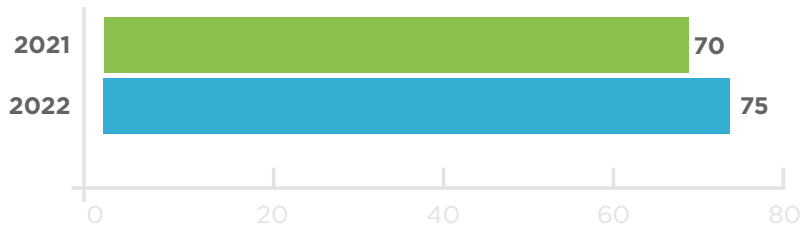




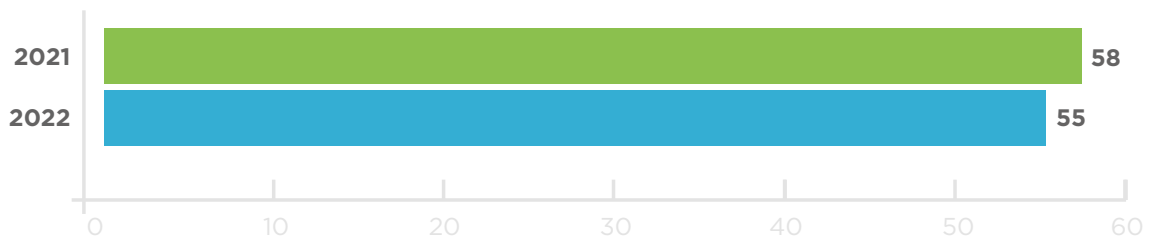
## Total Private Facilities providing Pre-employment Examination



## Total Private Facilities providing Vaccination services



## Total Private Facilities providing Pre-Marital Checkup



# Health Profession Regulation



**9,666**

Nurses

**20,475**

Total Number of  
Active Healthcare  
Professionals in the  
Kingdom of Bahrain

**1,125**

Dentists

**4,317**

Physicians

**1,682**

Pharmacists

**3,685**

Allied health  
professionals

**16,686**

Total number of new and  
renewal applications  
processed



### Health Profession Regulation department activities for 2022:

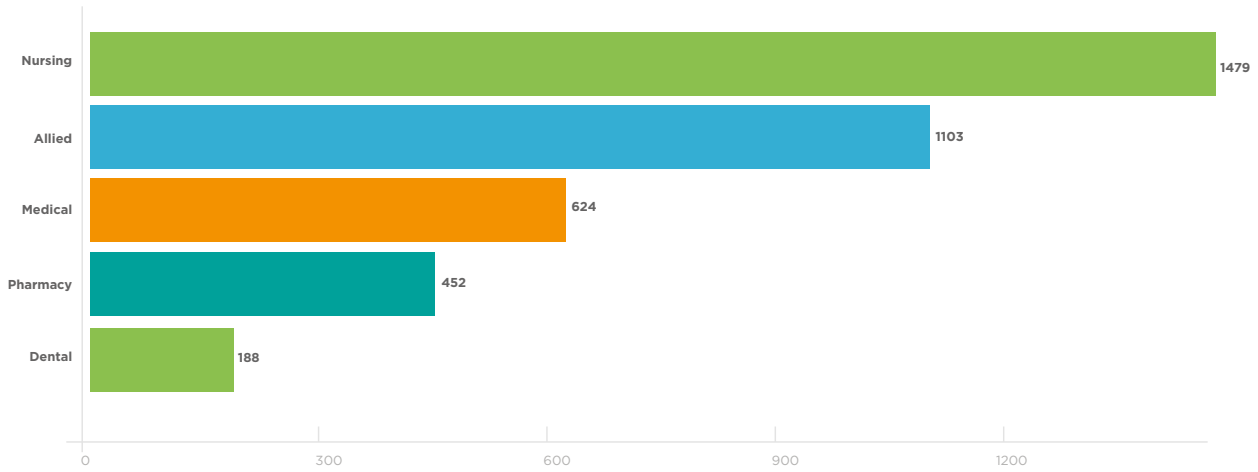
1. Issuing guidelines of qualification and requirements for Licensure of Embryology Profession.
2. Updating Discontinuity of Practice regulation in the healthcare professionals PQR guidelines
3. Signing a contract with Quadrabay verification company to elevate the verification of documents and reduce delays for the applicants.
4. Cooperation with Tamkeen to identify the training needs of healthcare specialties in the Kingdom.
5. Issuing the second version of aesthetic medicine policy
6. Establishing a committee to review educational certificates.
7. Reviewing and accrediting the following courses:
  - a. Emergency Medical Technician (EMT)-Intermediate with BDF Training Center.
  - b. Central Sterile Services Aide Training Program with BDF Training Center.
  - c. Infection Prevention and Control program in cooperation with Bahrain Polytechnic University.
  - d. Proposals of adding services to Allied Medical Professions.
  - e. Healthcare Administration Program of BIPA National Leadership Development Program.
8. Cooperation with Bahrain Polytechnic University in accrediting several Academic Programs for Allied medical Professions, which were suggested based on NHRA annual report for the year 2021.
9. Updating the Professionals Qualifications Requirements (PQR) for Medical, Dental, Allied, Nursing, and Pharmacy Professions.

### The department participated in:

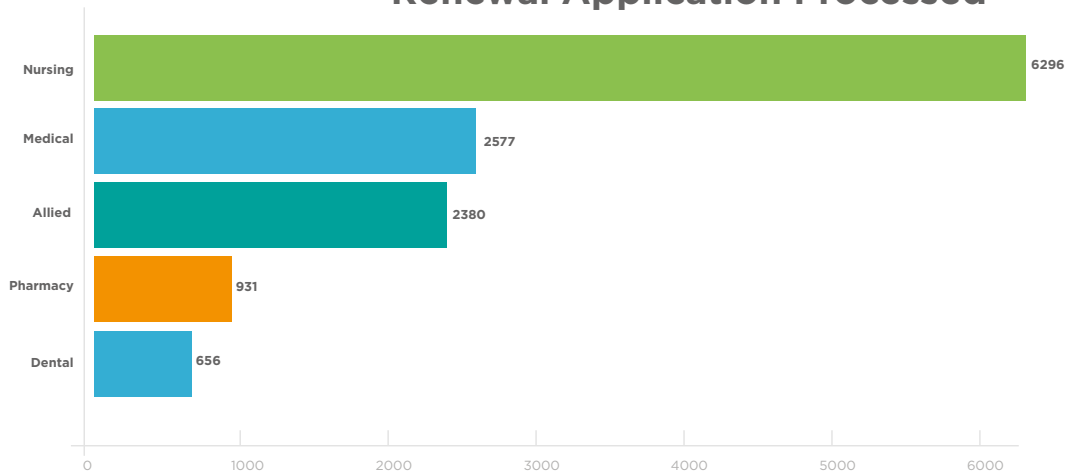
1. The 2nd NHRA Regulatory conference.
2. Organizing Manama Health Conference and Expo.
3. Dialogue session to discuss the future of the psychology counselling profession.
4. Conducting the first ayurveda pharmacist examination in the region
5. Supporting and guiding the HERFA association to identify the medical professional needs of the Kingdom of Bahrain.
6. 1st Medical Basics Program in Cupping Therapy (for Healthcare Professionals) under the advisory of the Alternative and Complementary Medicine Committee.
7. Reviewing and approving Professional Certificate in Dental Implantology
8. The GCC committee for unifying the standards for licensing of health

# Licensing Activities

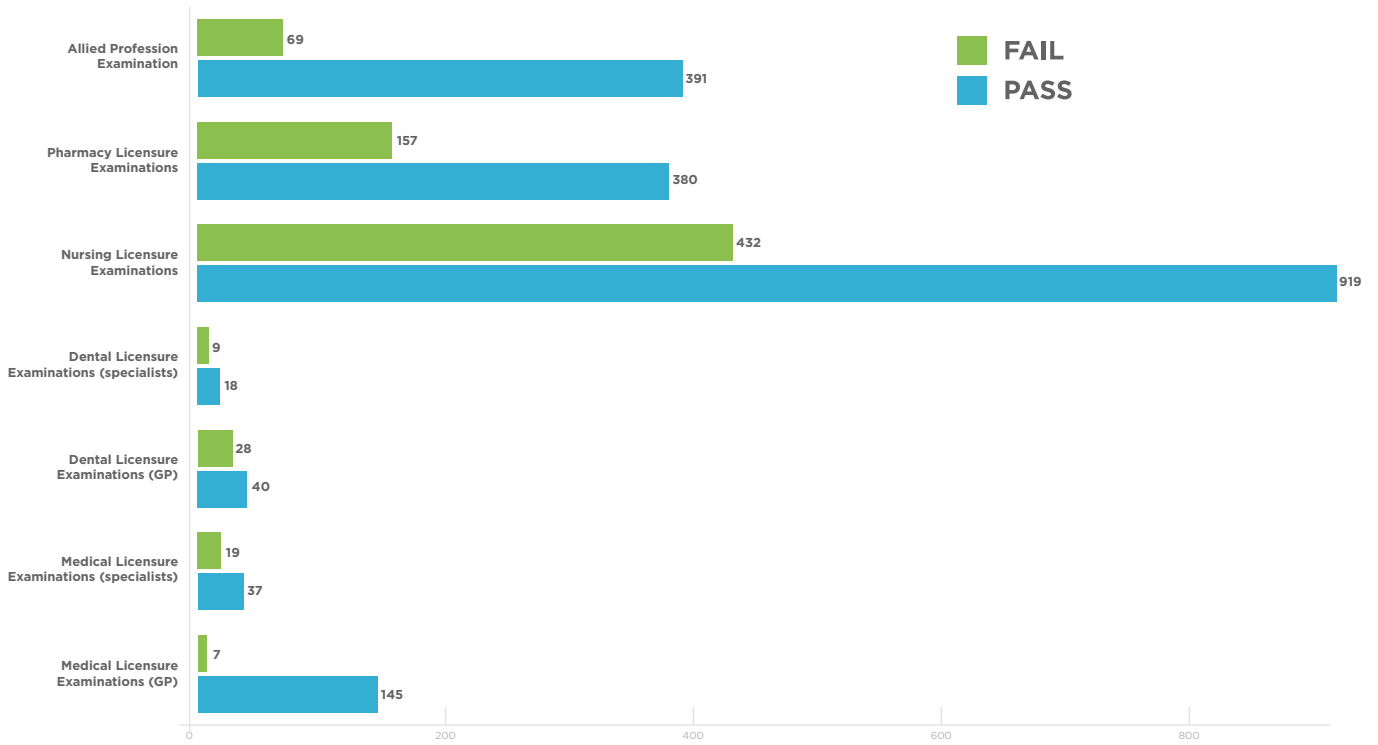
## New License Application Processed



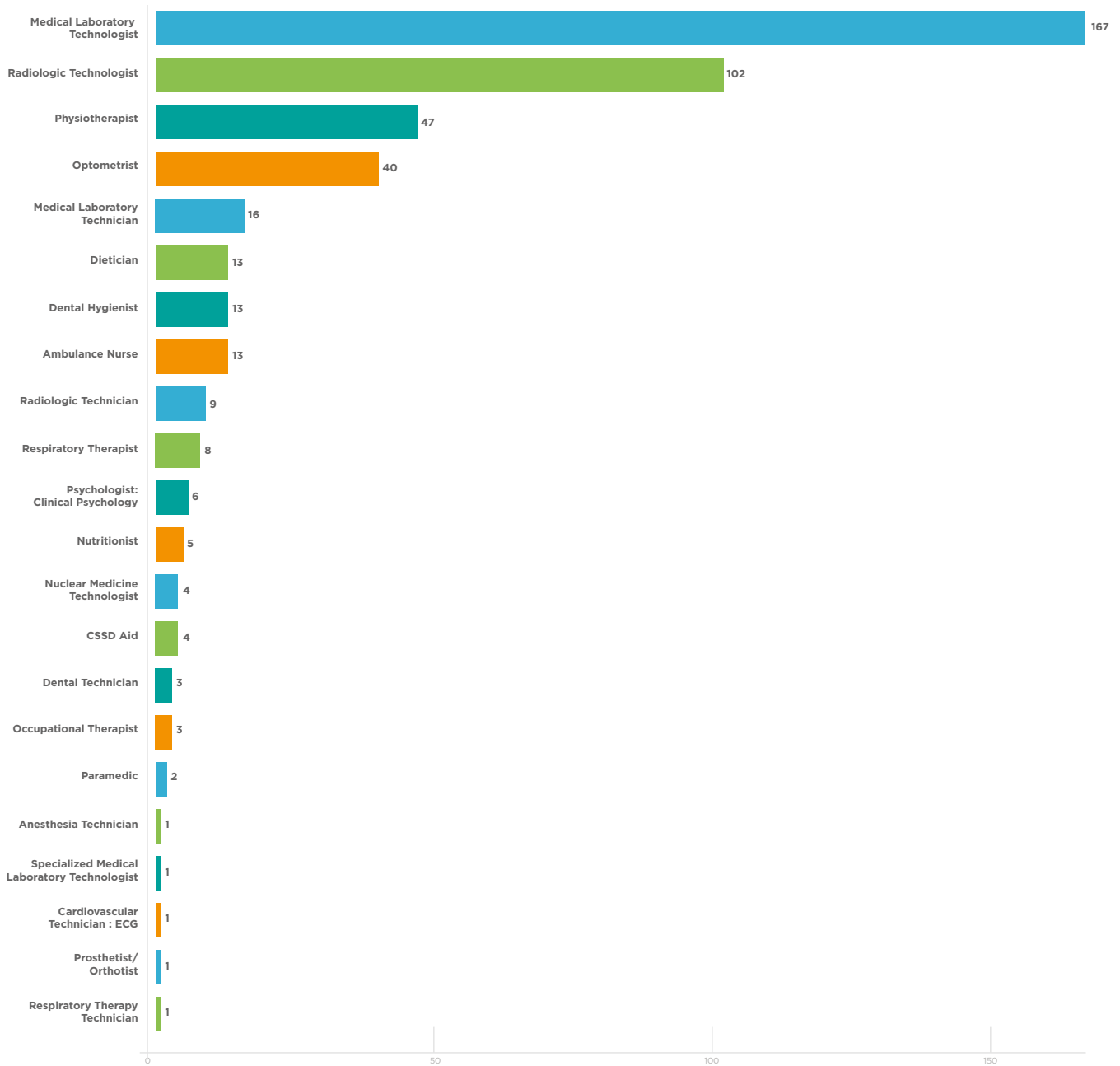
## Renewal Application Processed



## Healthcare Professionals Licensure Exam Results

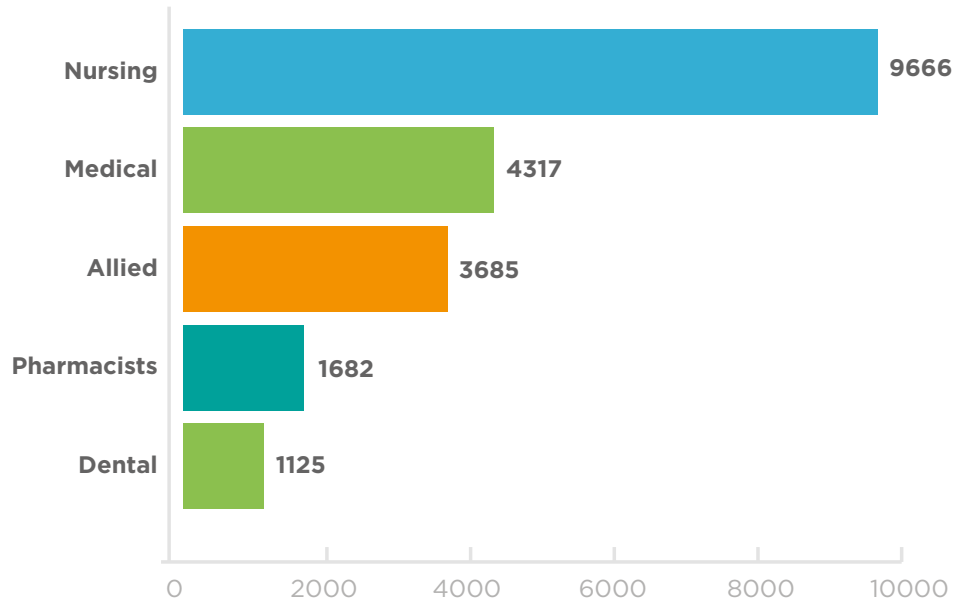


## Distribution of Professionals licensure examination

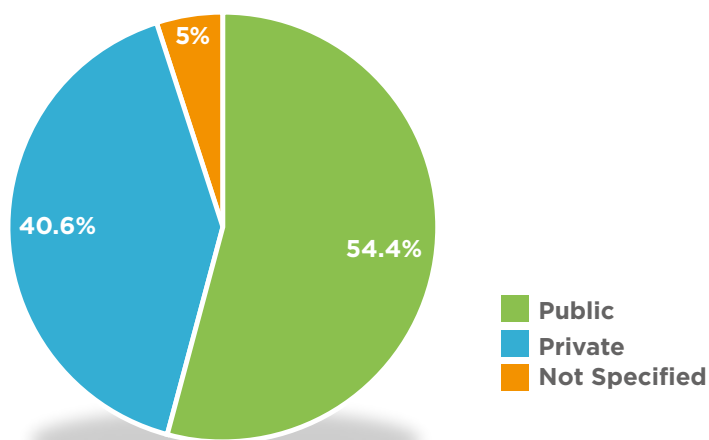




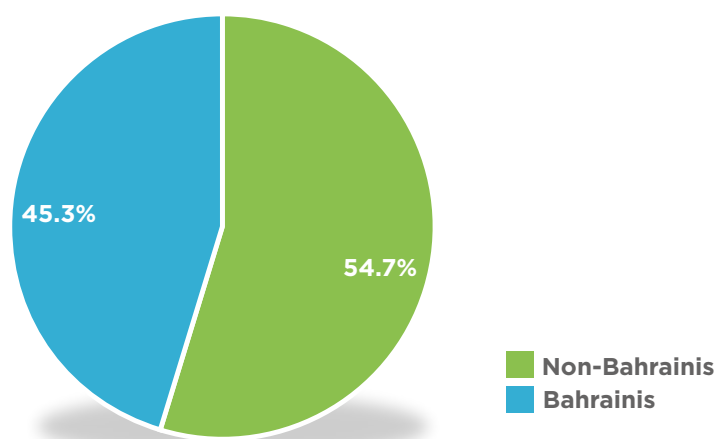
## Total active Health Professionals



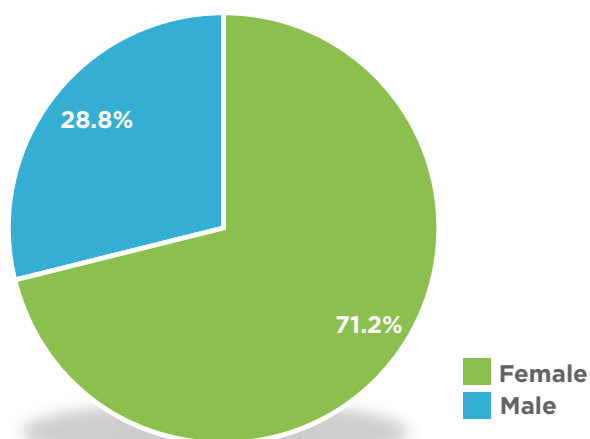
## NHRA Active Professionals by Workplace Sector



## Distribution of NHRA Active Professionals by Nationality

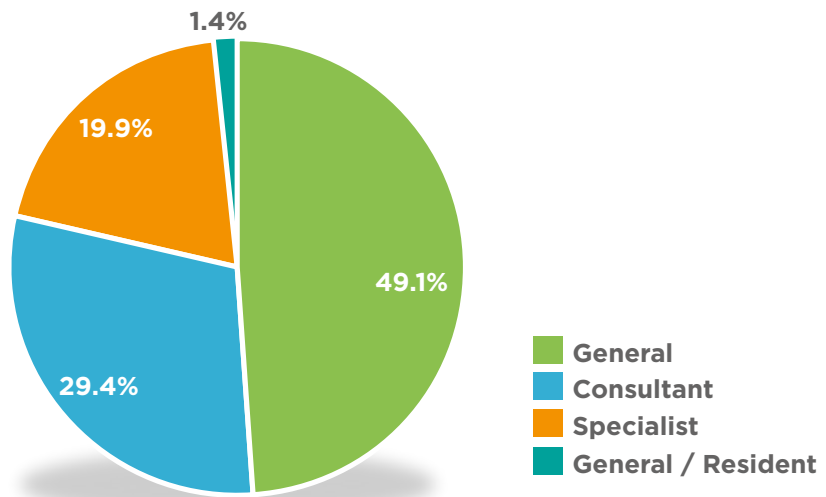


## Distribution of Health Professionals by Gender

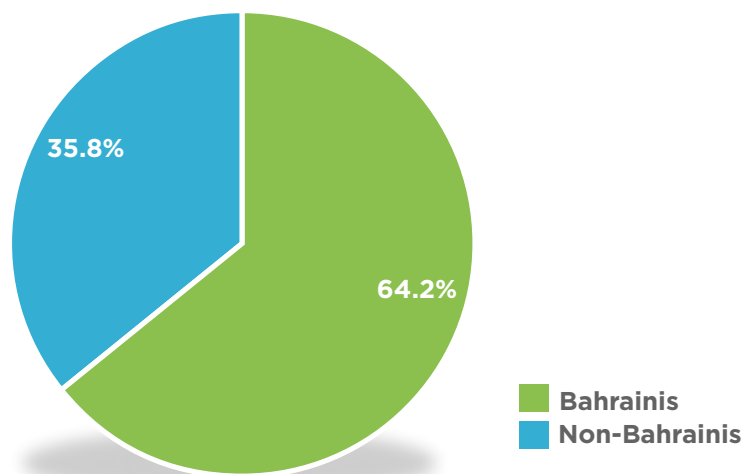


## Physicians

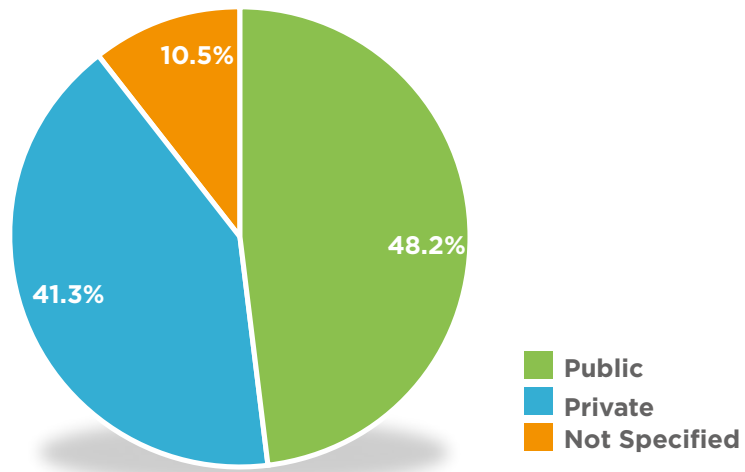
### NHRA Active Physicians by Professional Category



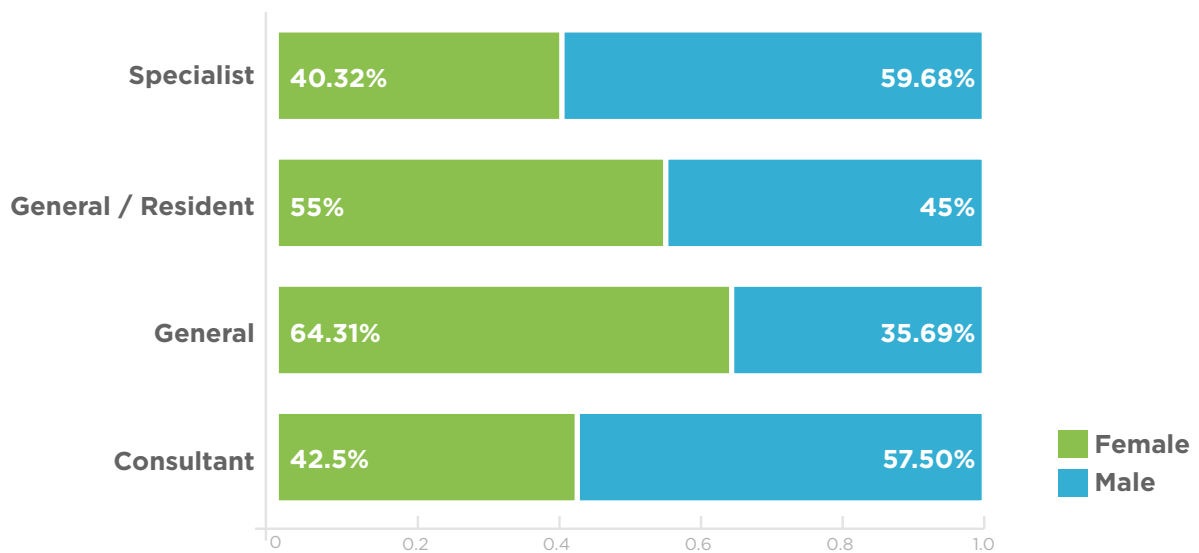
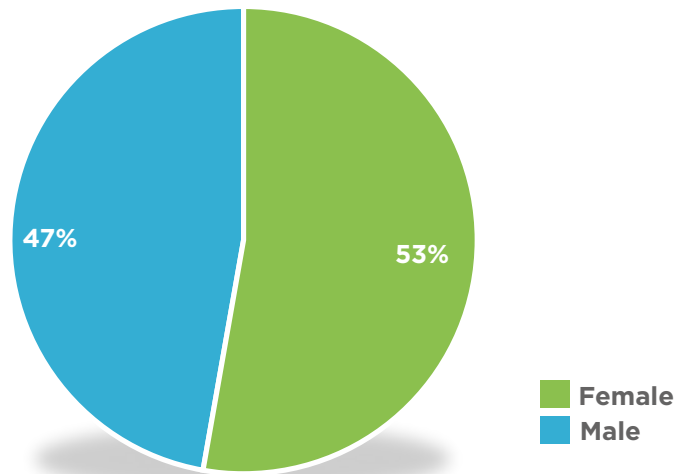
### Distribution of Medical Professionals by Nationality



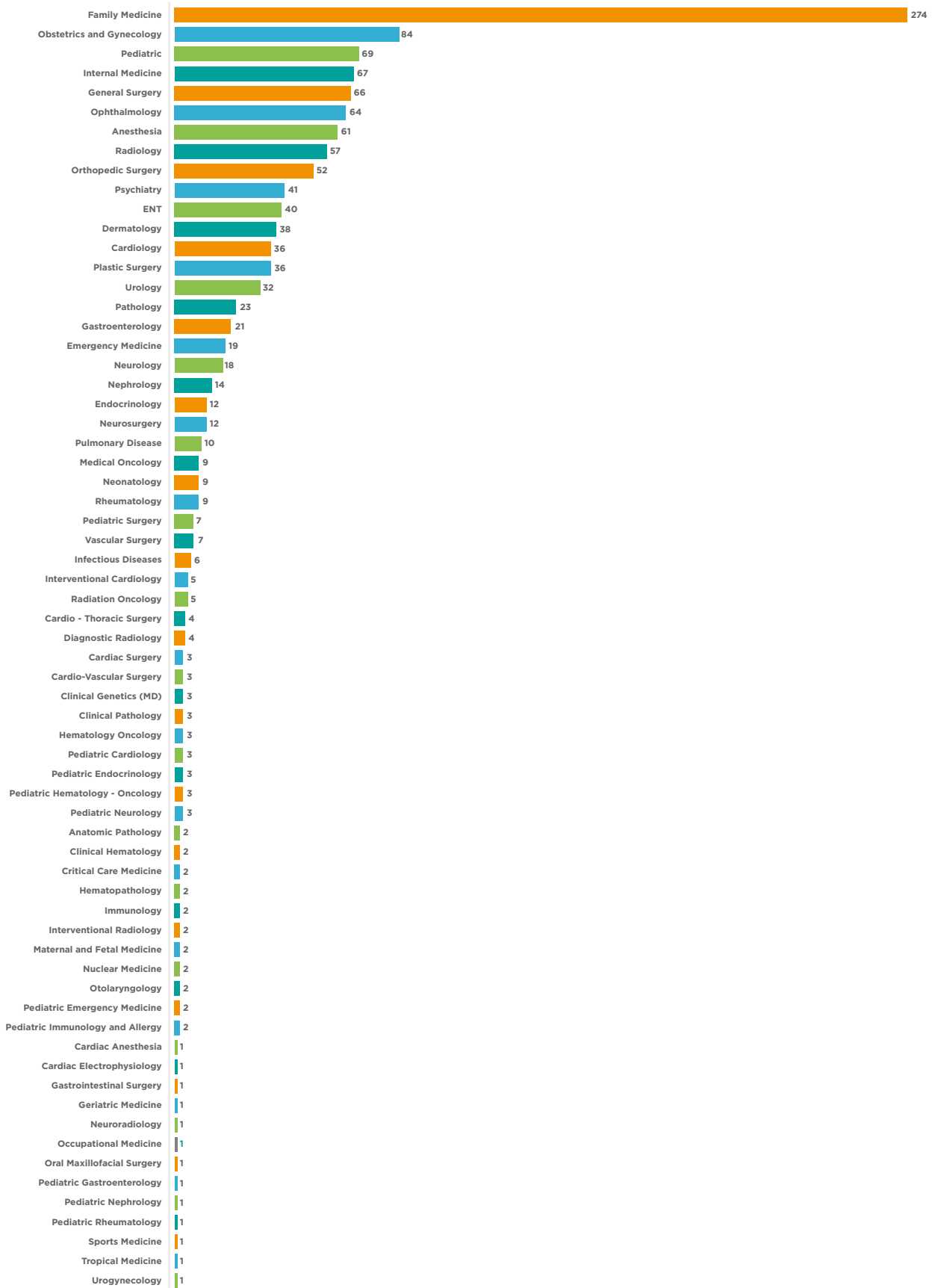
## Distribution of Medical Professionals by Sector



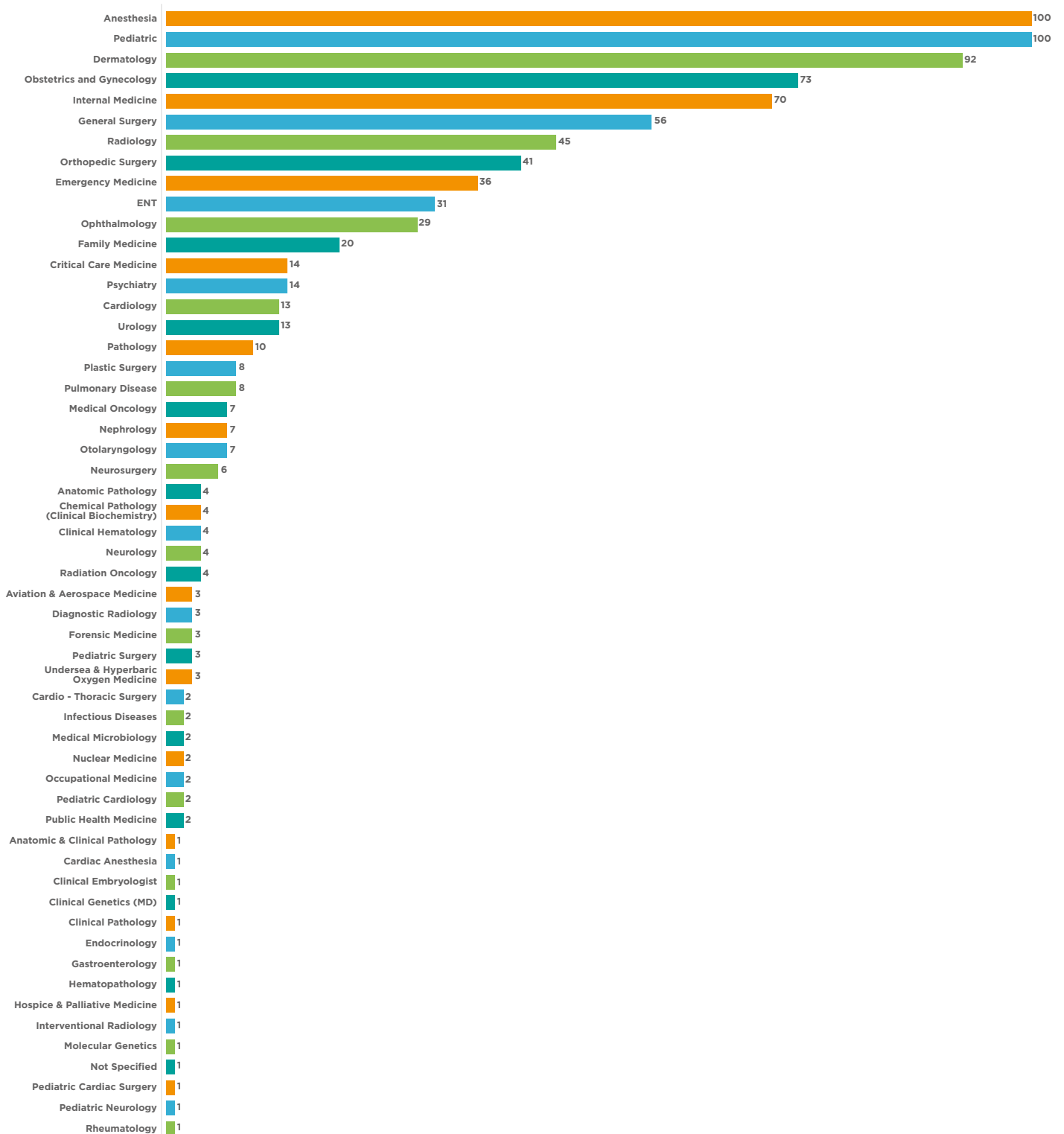
## Distribution of Medical Professionals by Gender



## Distribution of Medical Consultants

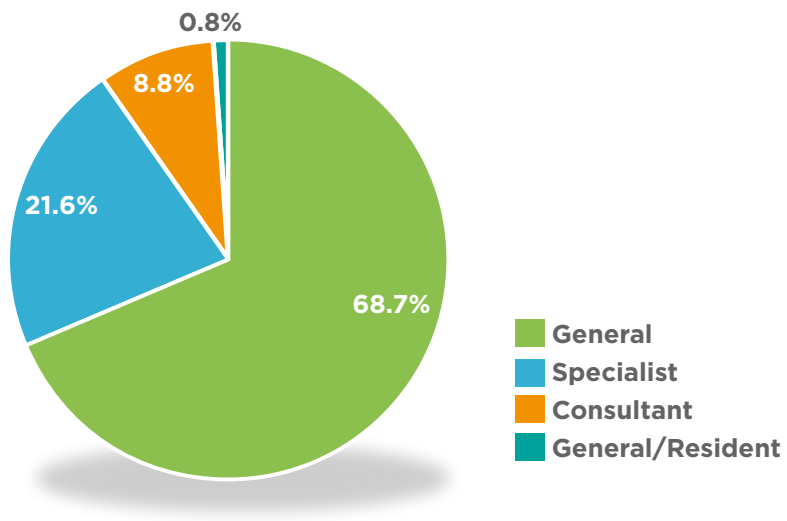


## Distribution of Medical Specialists

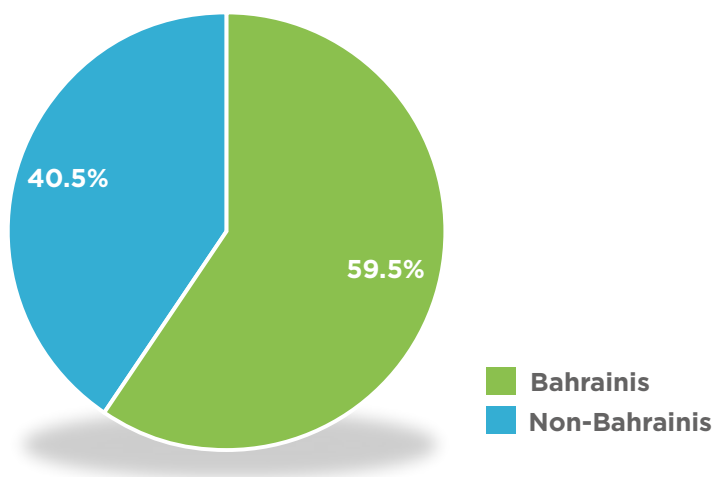


## Dentists

### NHRA Active Dentist by Professional Category

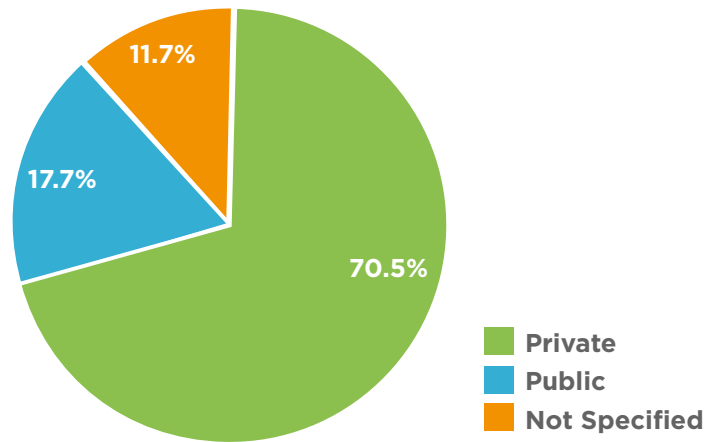


### Distribution of Dental Professionals by Nationality

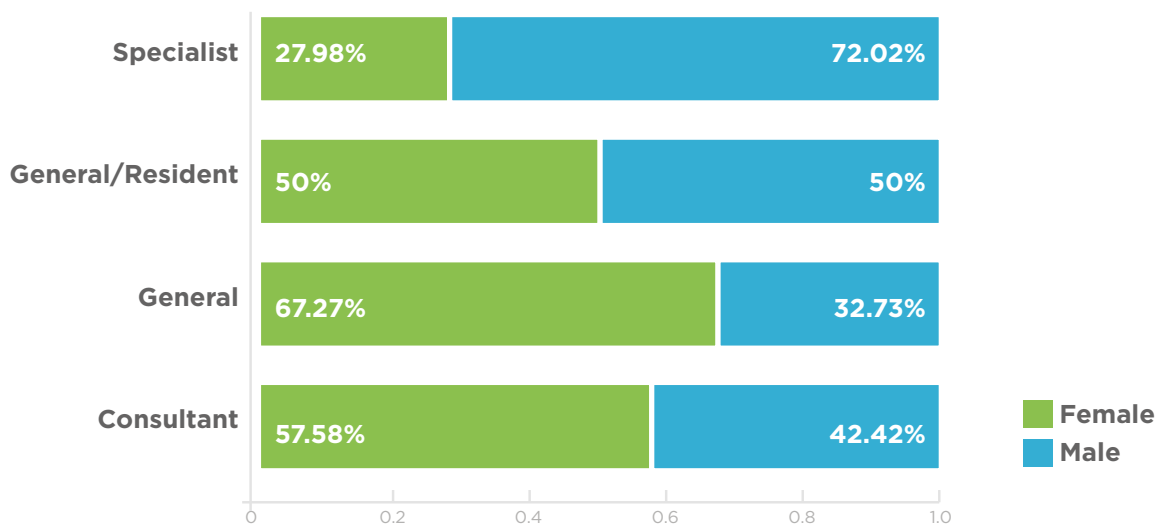
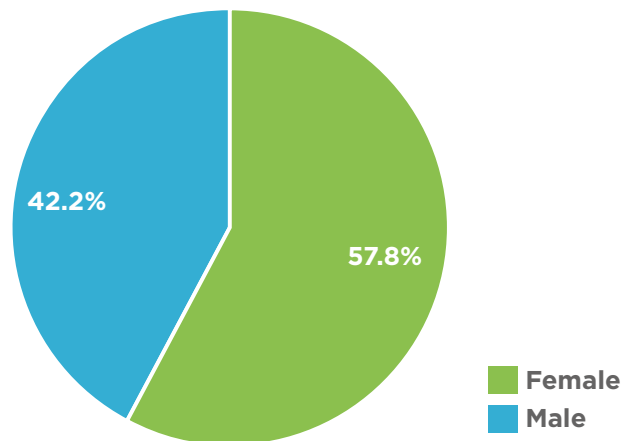




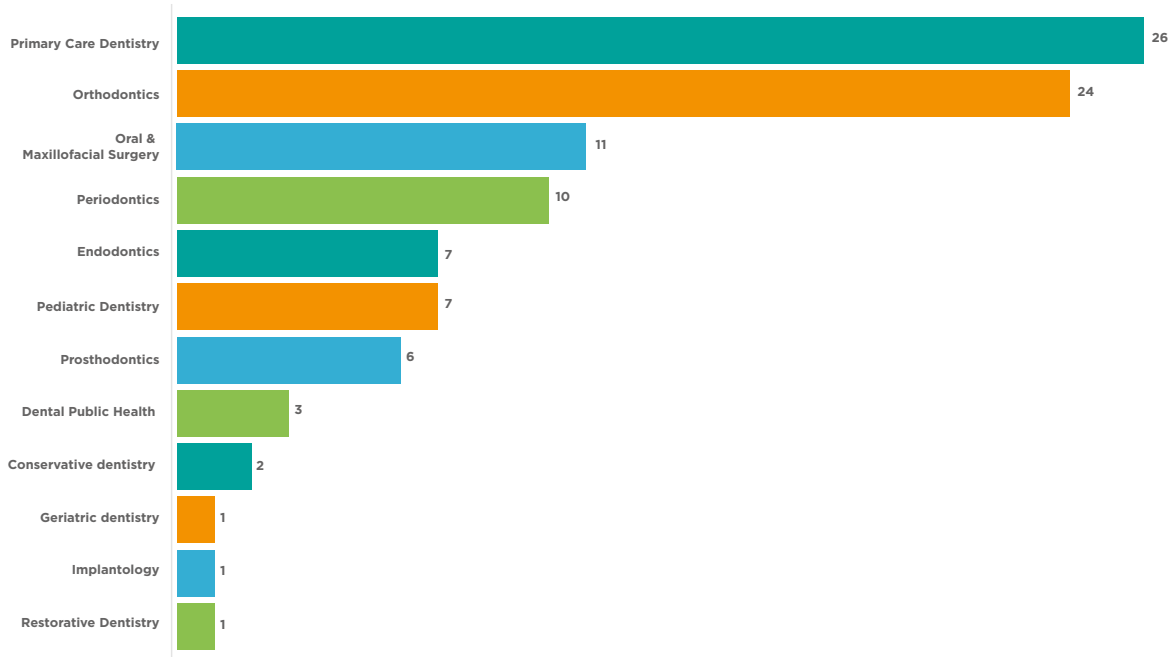
## Distribution of Dental Professionals by Sector



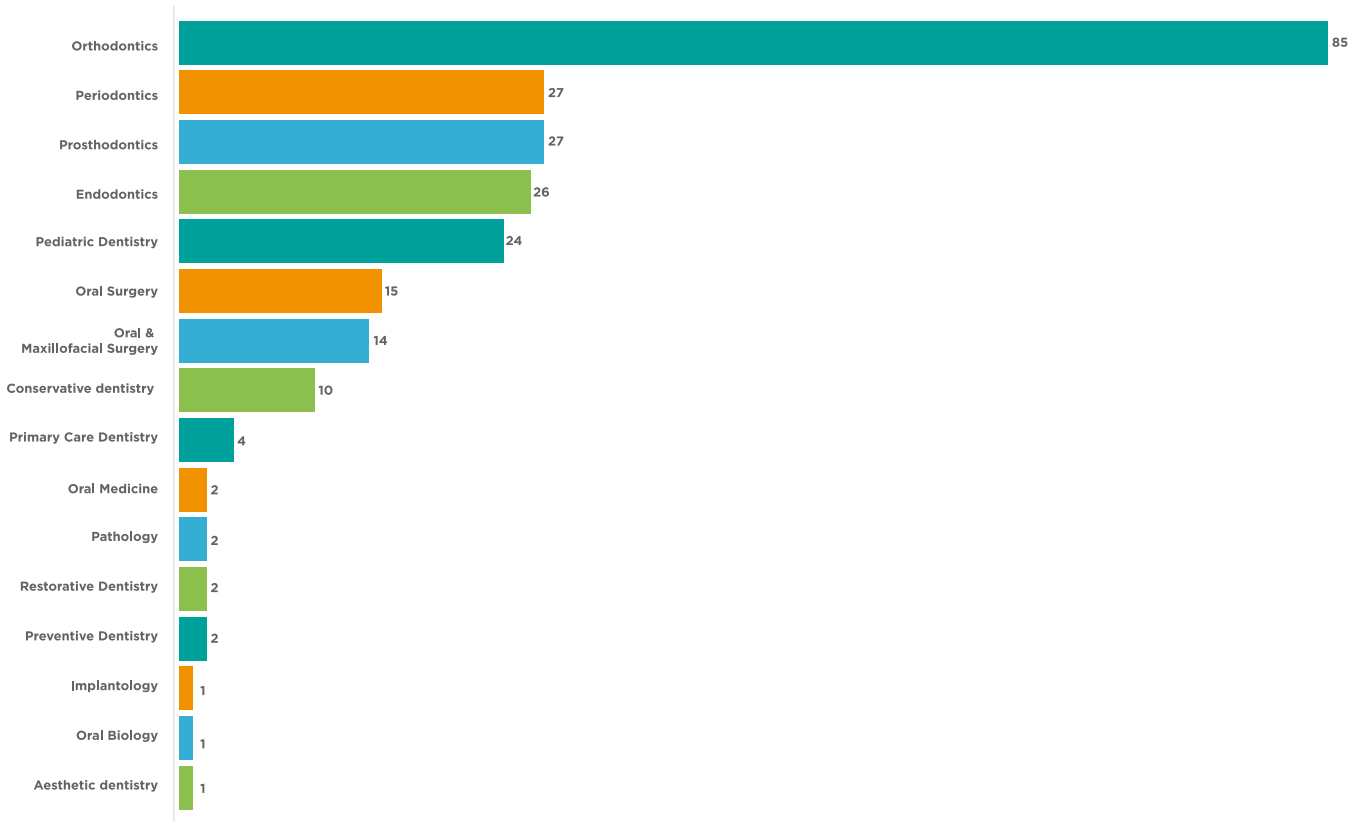
## Distribution of Dental Professionals by Gender



## Distribution of Dental Consultants

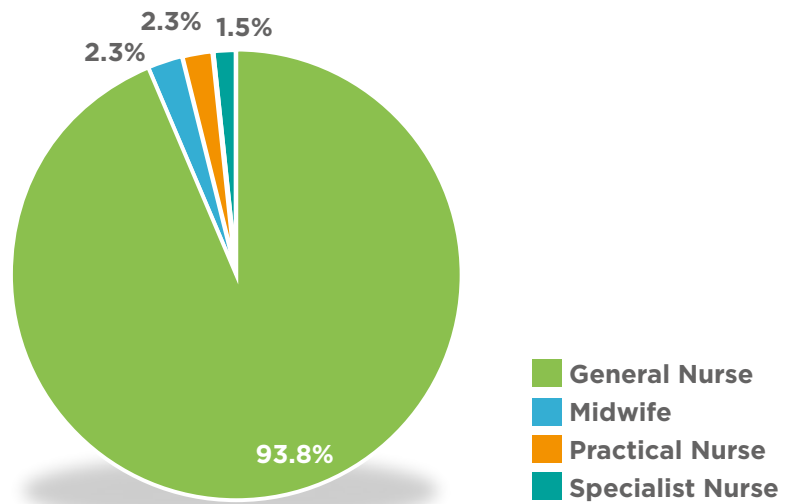


## Distribution of Dental Specialists

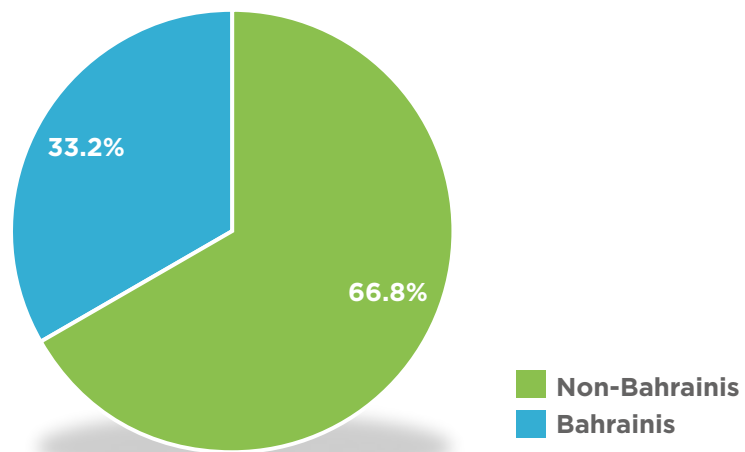


## Nurses

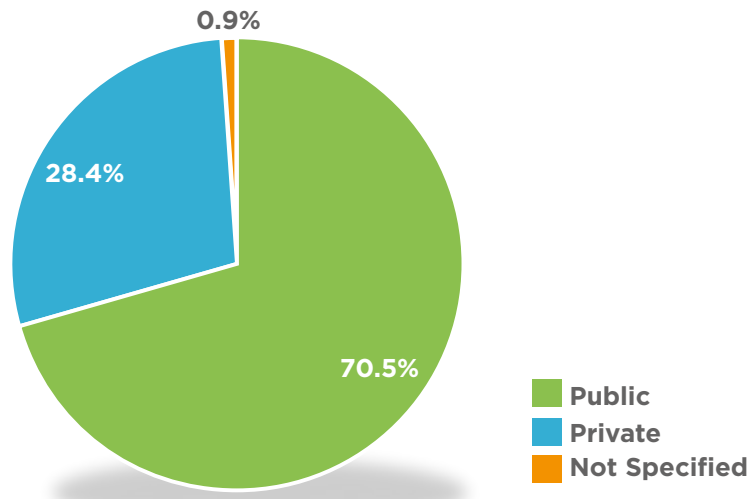
### NHRA active Nurses by Professional Category



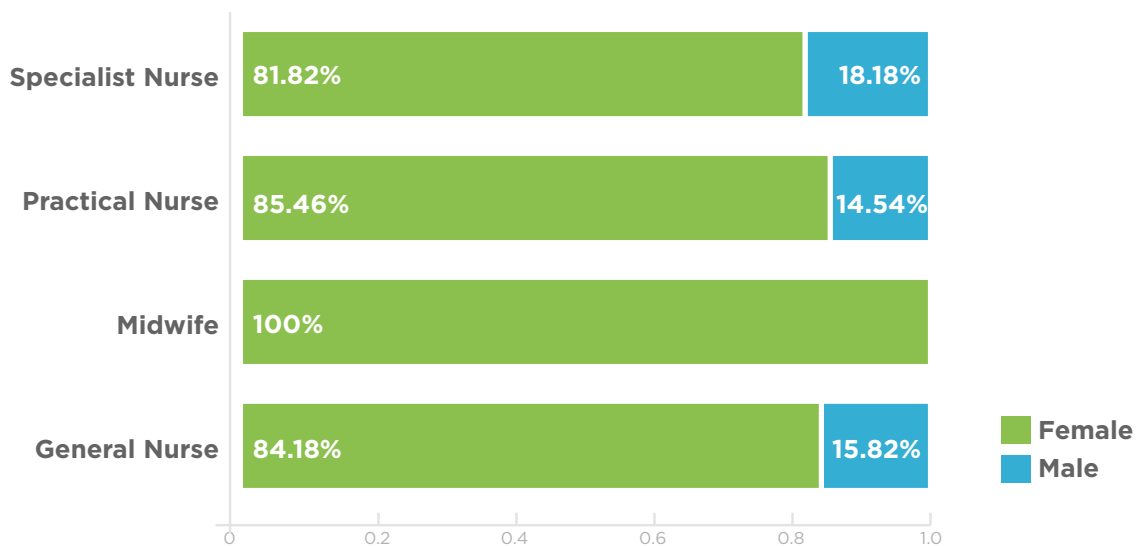
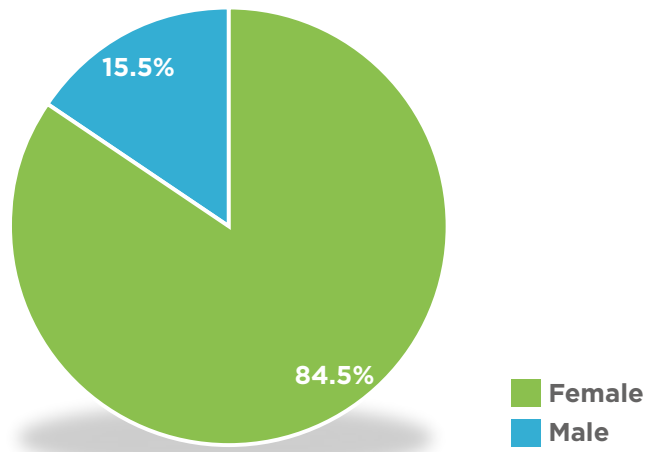
### Distribution of Nursing Professionals by Nationality



## Distribution of Nursing Professionals by Sector

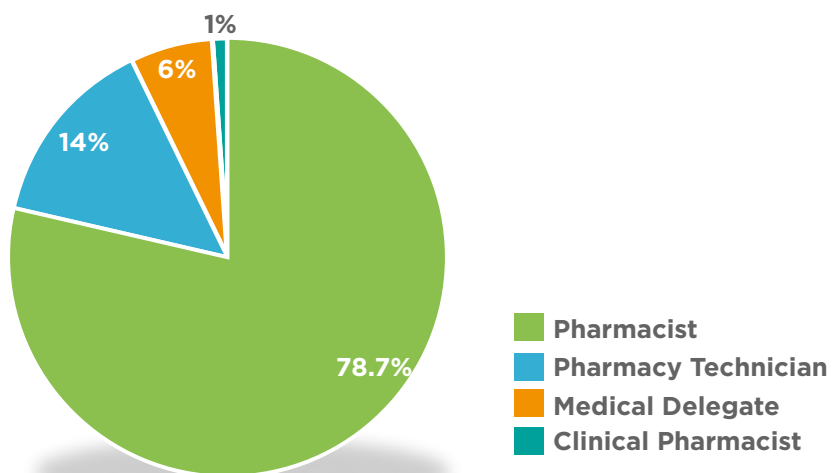


## Distribution of Nursing Professionals by Gender

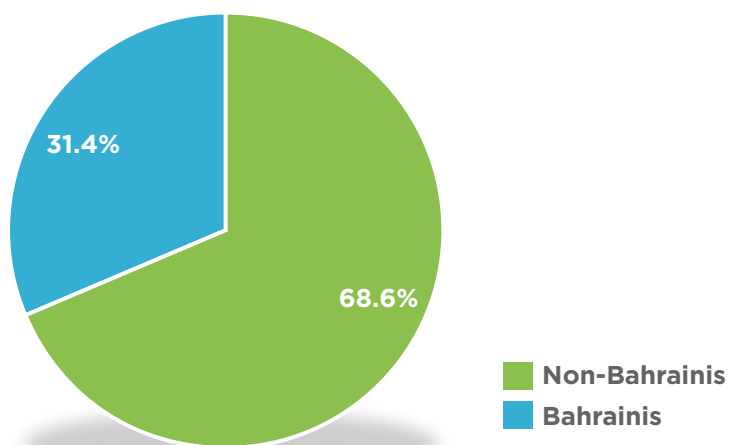


## Pharmacists

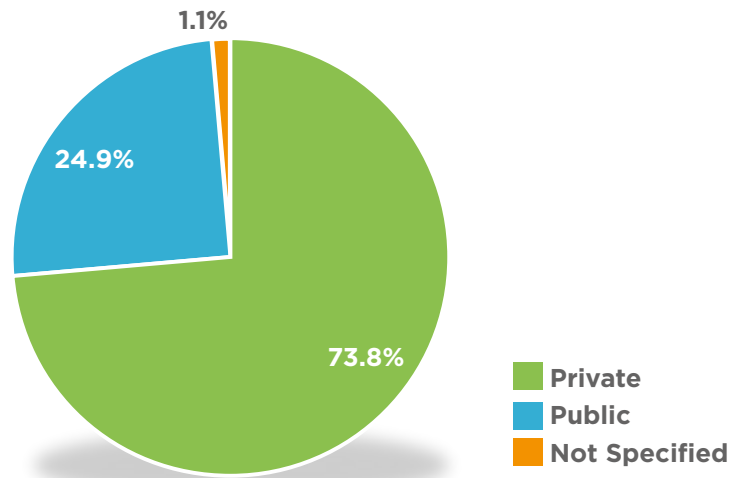
NHRA active Pharmacists by Professional Category



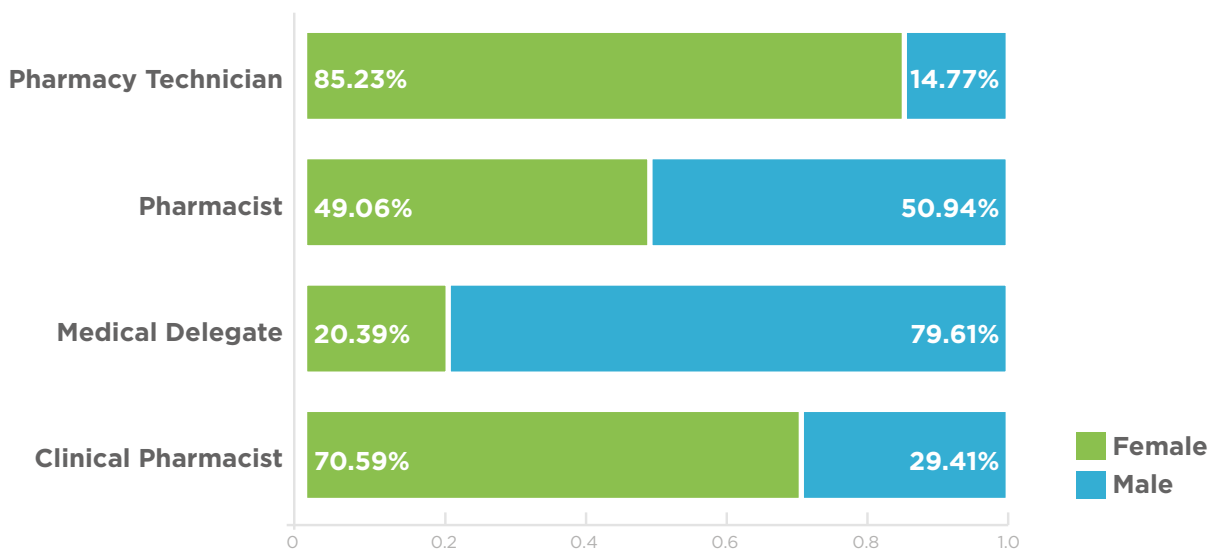
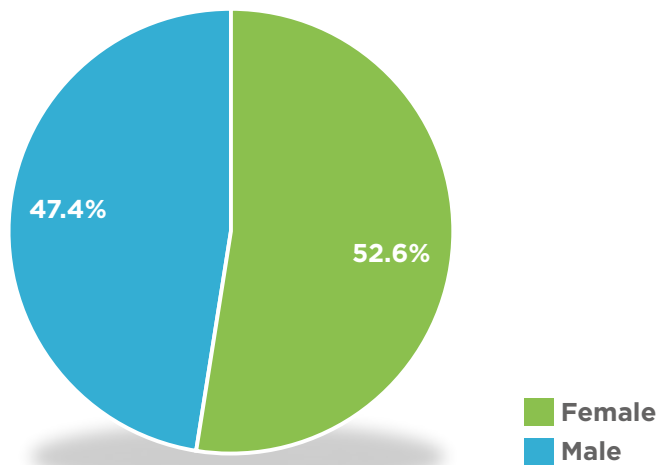
Distribution of Pharmacy Professionals by Nationality



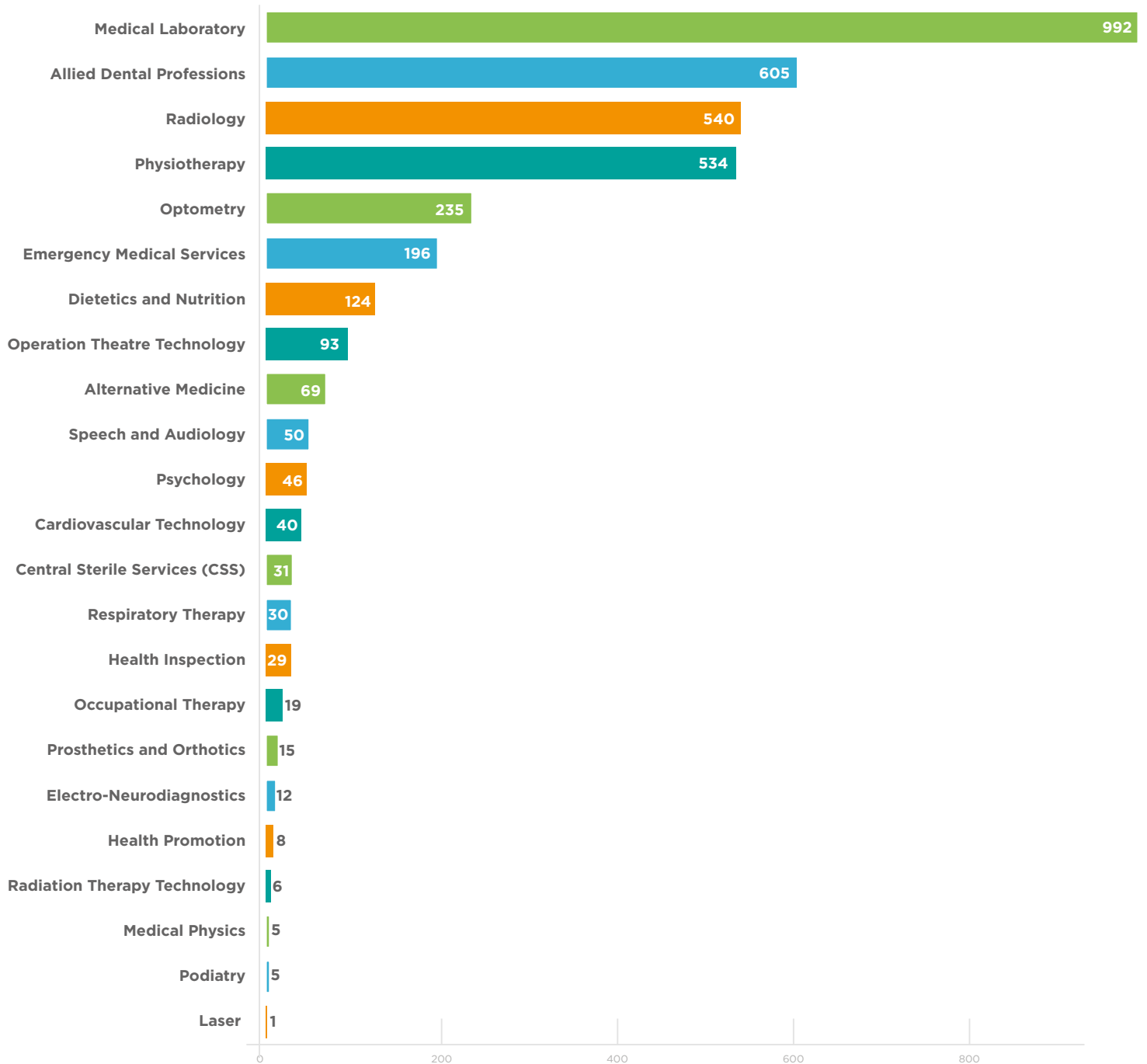
## Distribution of Pharmacy Professionals by Sector



## Distribution of Pharmacy Professionals by Gender

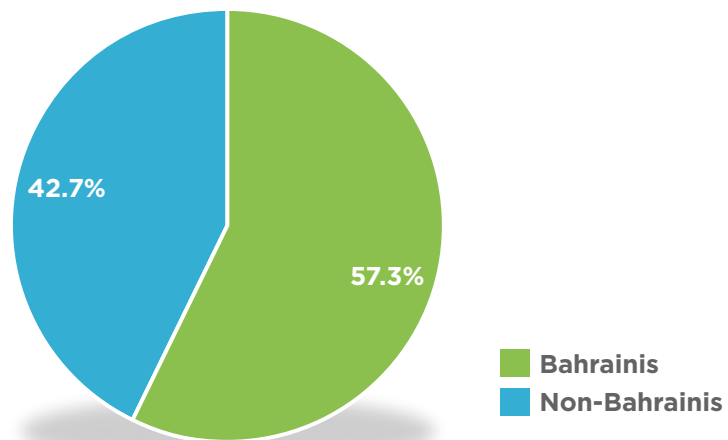


## NHRA active Allied Health Professionals

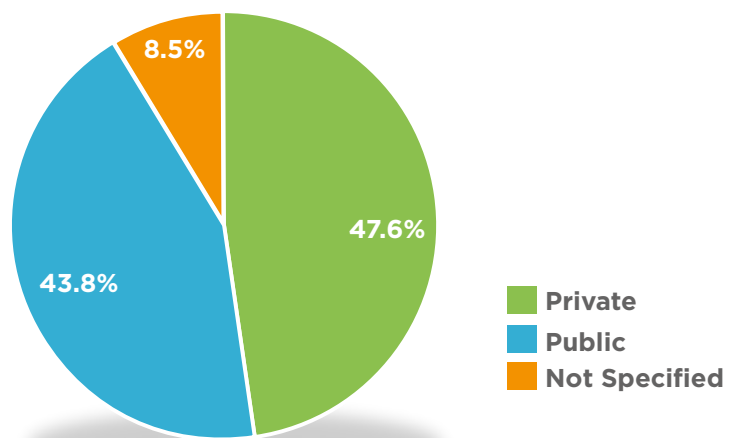




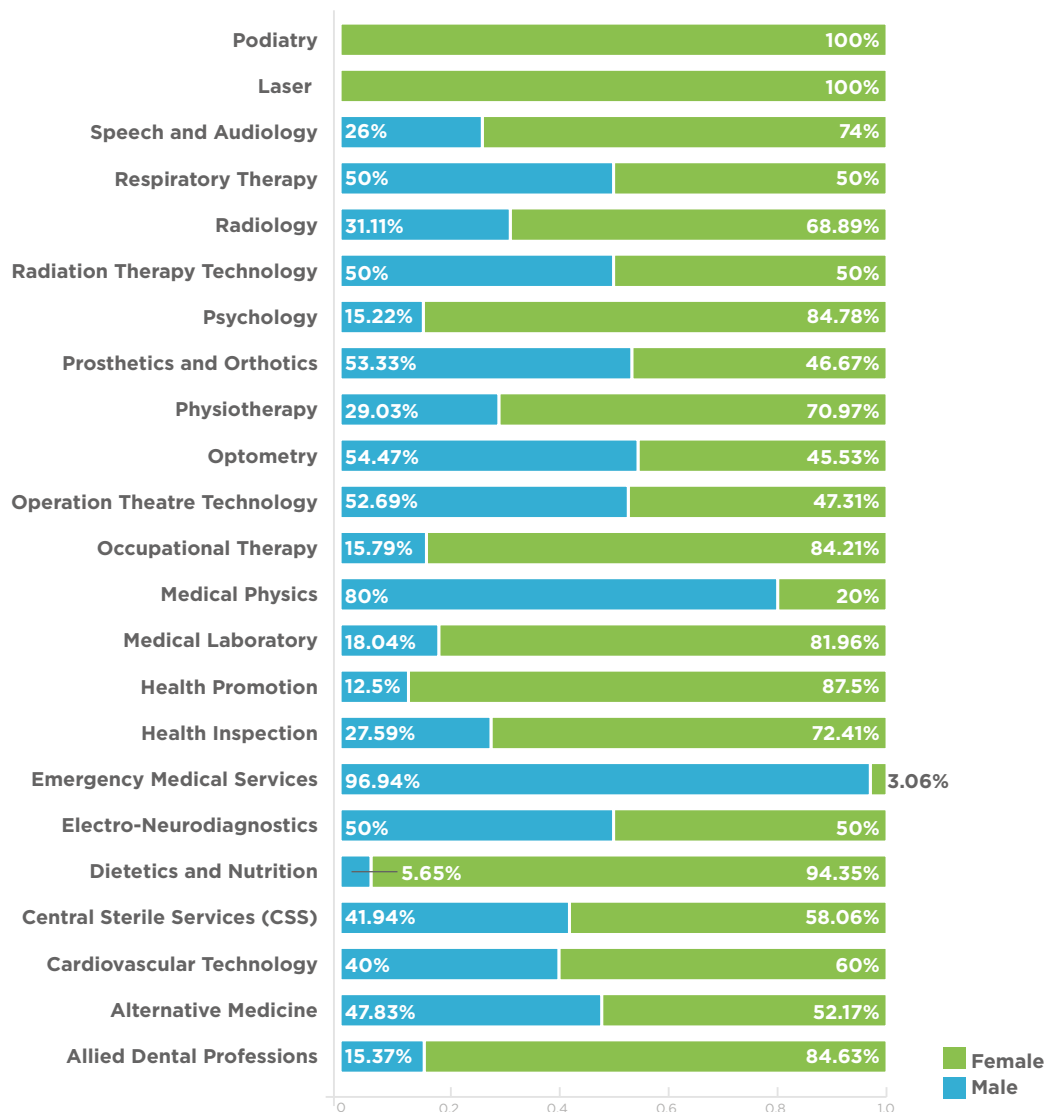
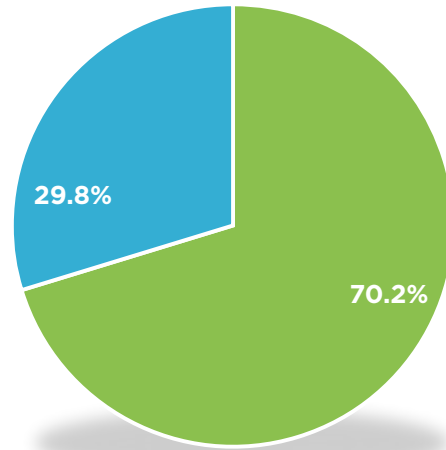
## Distribution of Allied Health Professionals by Nationality



## Distribution of Allied Health Professionals by Sector



## NHRA active Allied Health Professionals by Gender



# Regulating Alternative Medicine Facilities



The National Authority continued its efforts to regulate complementary and alternative medicine (CAM) in the Kingdom. The total number of licensed alternative medicine facilities in the Kingdom in 2022 reached 22 facilities specialized in alternative medicine.

**22**

Total number of licensed alternative medicine facilities

**53**

Total number of licensed alternative medicine practitioners

**27**

Total number of licensed alternative medicine technicians

**108**

Total number of Products Received in 2022

**81**

Total number of Products reviewed/ started reviewing

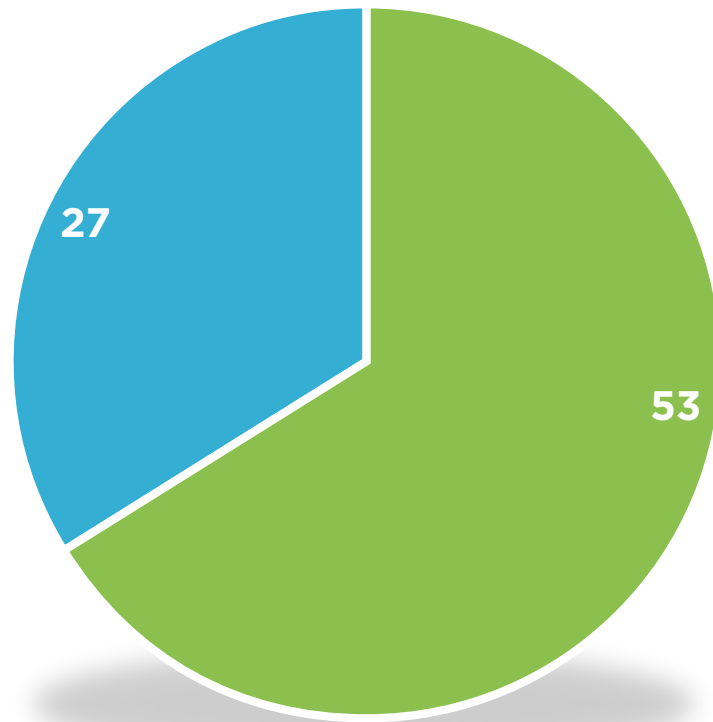
**31**

Total number of products Approved

**4**

Total number of new applications for Alternative Medicine Facilities

## Total Number of Alternative Medicine Professionals

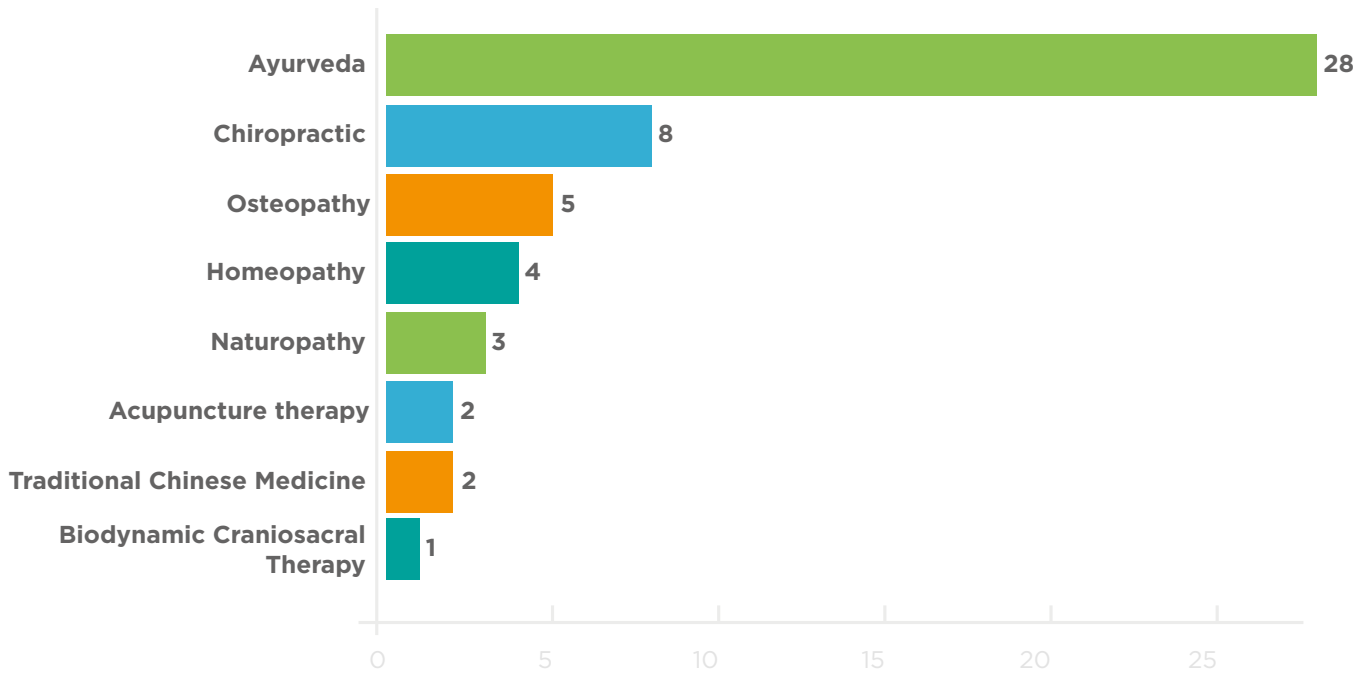


- Alternative Medicine Practitioners
- Alternative Medicine Technicians



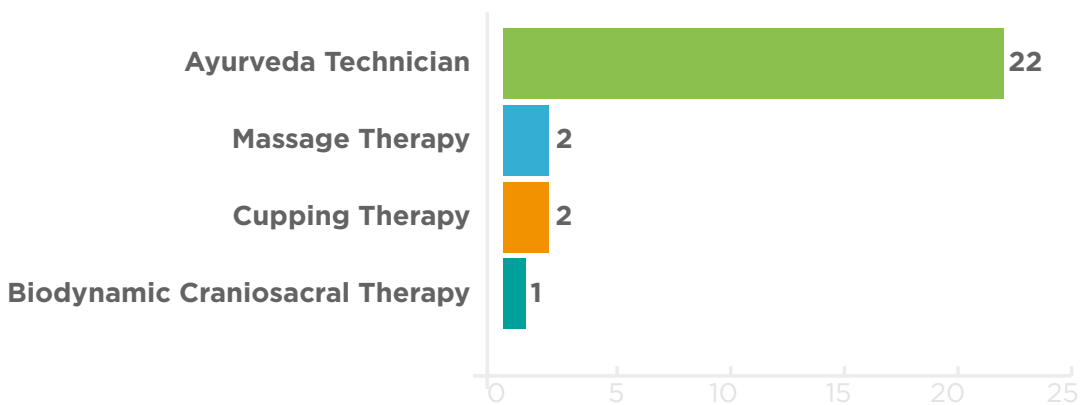
## Licensed Alternative Medicine Practitioners by Specialty

Total 53

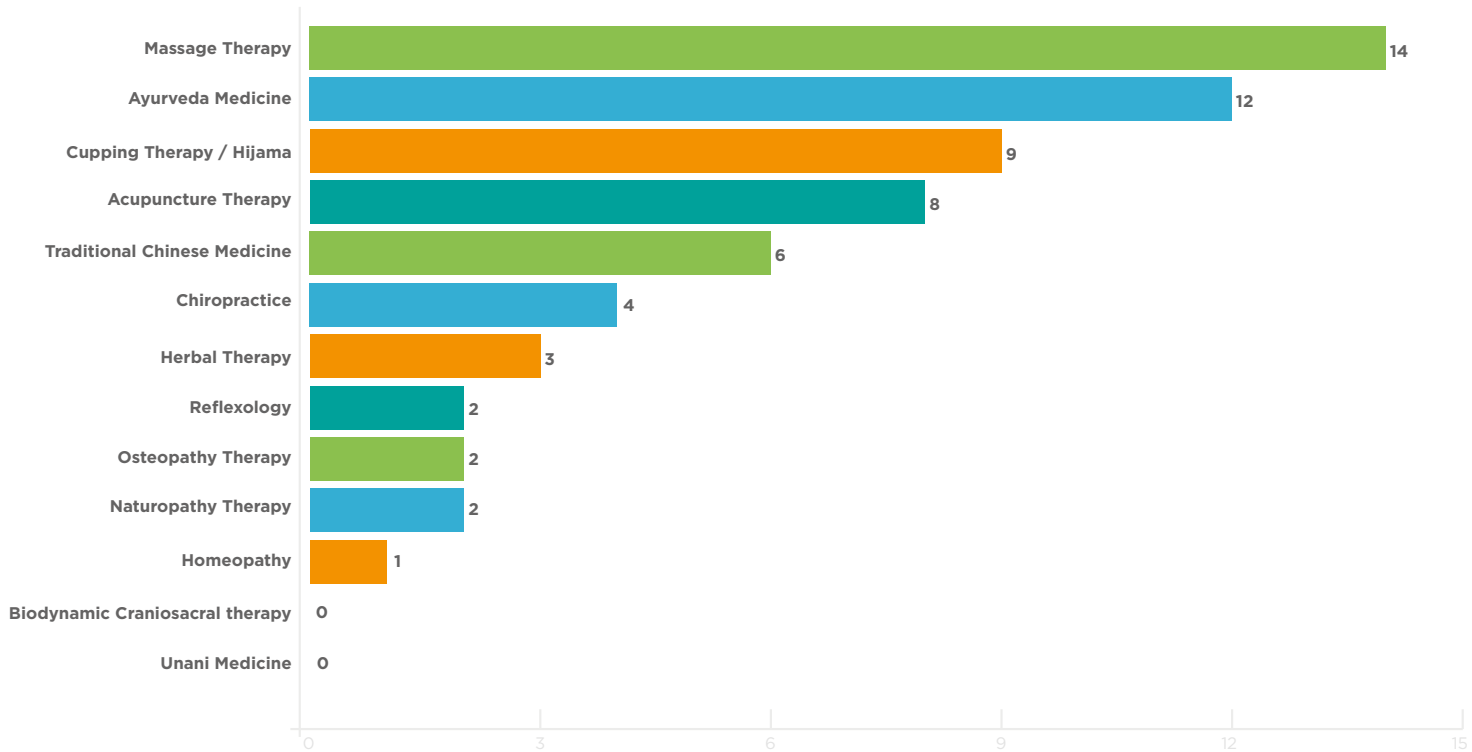


## Licensed Alternative Medicine Technicians by Services Provided

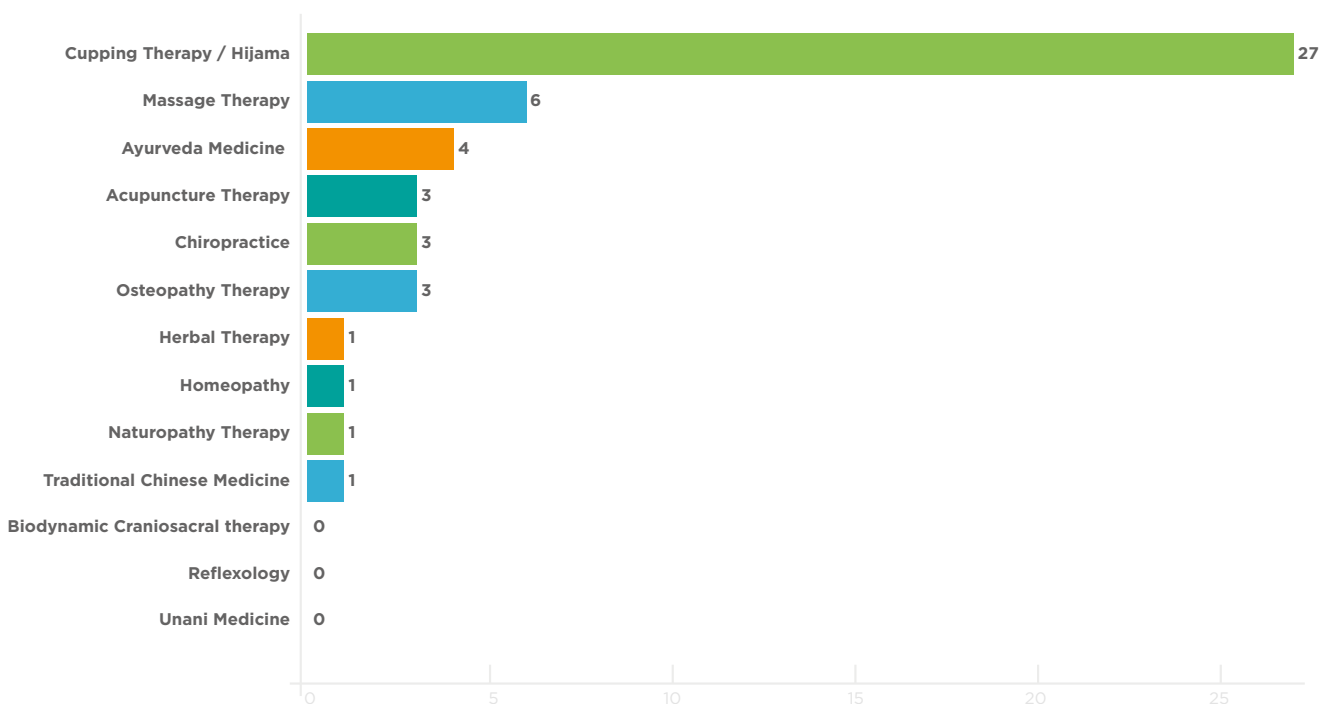
Total 27



## Types of Alternative Medicine Services provided in licensed Alternative Medicine Facilities



## Types of Alternative Medicine Services Provided in other Centers



# The Pharmacy & Pharmaceutical Product Regulation



The Pharmacy & Pharmaceutical Product Regulation section has reviewed 5,878 applications for new registration, renewal, variations, and classification, The department registered 177 new medicines in Bahrain which has raised the total number of registered medicines in Bahrain to 3683. The pharmacy inspection team has licensed 38 new pharmacies, making the total number of pharmacies licensed in 2022 to 411 an increase of 4 % from last year

**3,683**

Total number of medications registered in the Kingdom.

**844**

Total number of health products registered in the Kingdom.

**150**

Total number of alternative and complementary medicines approved.

**177**

Total number of new medications registered.

**630**

Total number of inspection visits

**411**

Number of Licensed Pharmacies



## Registration Activities

The year 2022 was the department's most successful year with the registration of 177 new drugs bringing the total number of registered pharmaceutical products to 3,683. The department processed 651 medicine licensing renewals, 1716 medicine variation applications, and 345 drugs nationally priced. The department also classified 490 Pharmaceutical Products. By 2022, registration of 3683 medications, 844 health products, and 4173 medicine was processed on Brand Sync (GS1) Portal.

## Pharmaceutical products Custom Release Activities

The department continued to assist in preventing medicine shortages in the country and ensuring that all necessary medicines are available to patients in Bahrain, by processing 2204 temporary importations of non-registered products.

The department processed 10446 electronic invoices using the Drug Utilization Review System (DUR). 828 manual invoices were approved, 635 cold chain shipment releases were made, and 4173 medicines were processed on Brand Sync Portal.

## Pharmaceutical Track and Trace (GS1) on Blockchain

To implement Article (1) of the Supreme Council of Health's Resolution 41 for 2017, which grants the National Health Regulatory Authority, the authority and obligation to apply the Track and Trace system for the supply chain of medicines within the Kingdom of Bahrain from the manufacturing site to the patient, NHRA has partnered with MVC to provide the Kingdom of Bahrain with the world's most advanced and secure system. The SmartPass platform provides an auditable cryptographically verified solution.

SmartPass is the world's first blockchain-based track-and-trace platform, featuring dual notarization of smart contracts for compliance, customs clearance, supply chain finance, and cross-border payments. SmartPass is powered by AWS and leverages the immutable Hyperledger Fabric blockchain with Hedera Hashgraph consensus and governance.

The system includes the following features:

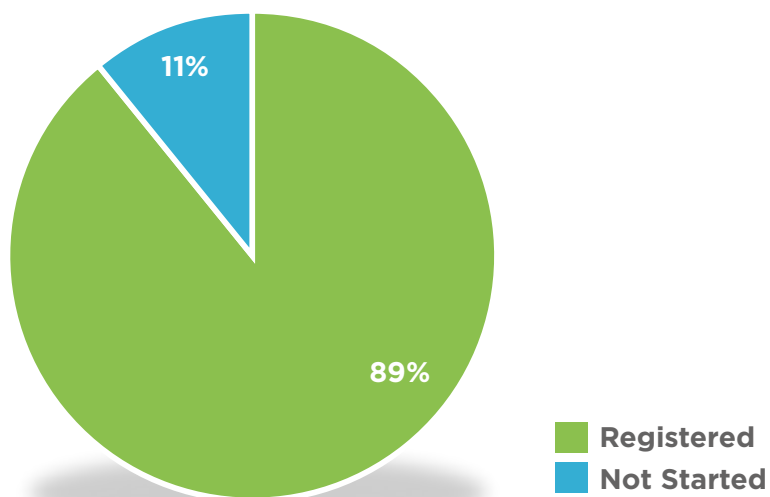
- Significantly reduces the risk of counterfeit and fraud in the marketplace (benefits the Kingdom of Bahrain, its residents, pharmaceutical companies, and their supply chains), as well as the return of unused drugs.
- Facilitates Supply Chain Financing from Local and International Banks.
- Reduces the manpower needs for both government and private workers and reduces errors.

**By the end of 2022, 89% of marketing authorization holders and 85% of agents and distributors have completed their registration in the system.**

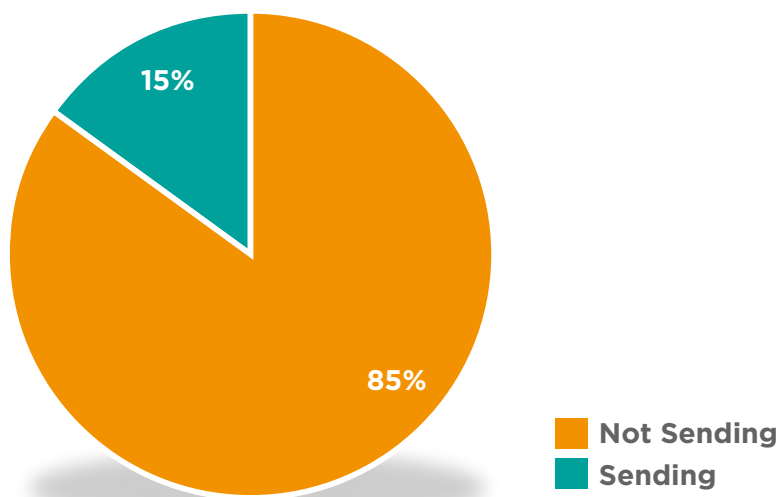


## Registration in the Medicines Track & Trace System

### Invoicing Company and MAH Registration



### Agent and Distributor System Usage



In 2022 the department completed 630 inspection visits, with inspectors taking full precautions to carry out their duties. There were 1598 violations found and remedied, with Records 41%, Policies & Procedures 20%, Licensing violation 13%, Workplace 8%, Storing 7% and Pricing 5%.

**3327**

Electronic Common Technical Document (eCTD) number of baseline importation status of applications

**41**

Number of new health products registered.

**49**

Number of license renewal for health products

**107**

Number of variations of health products

**196**

Number of drug mapping

**7**

Local manufacturer site inspection

**2**

Emergency Use Authorization of COVID-19 Vaccines

**89**

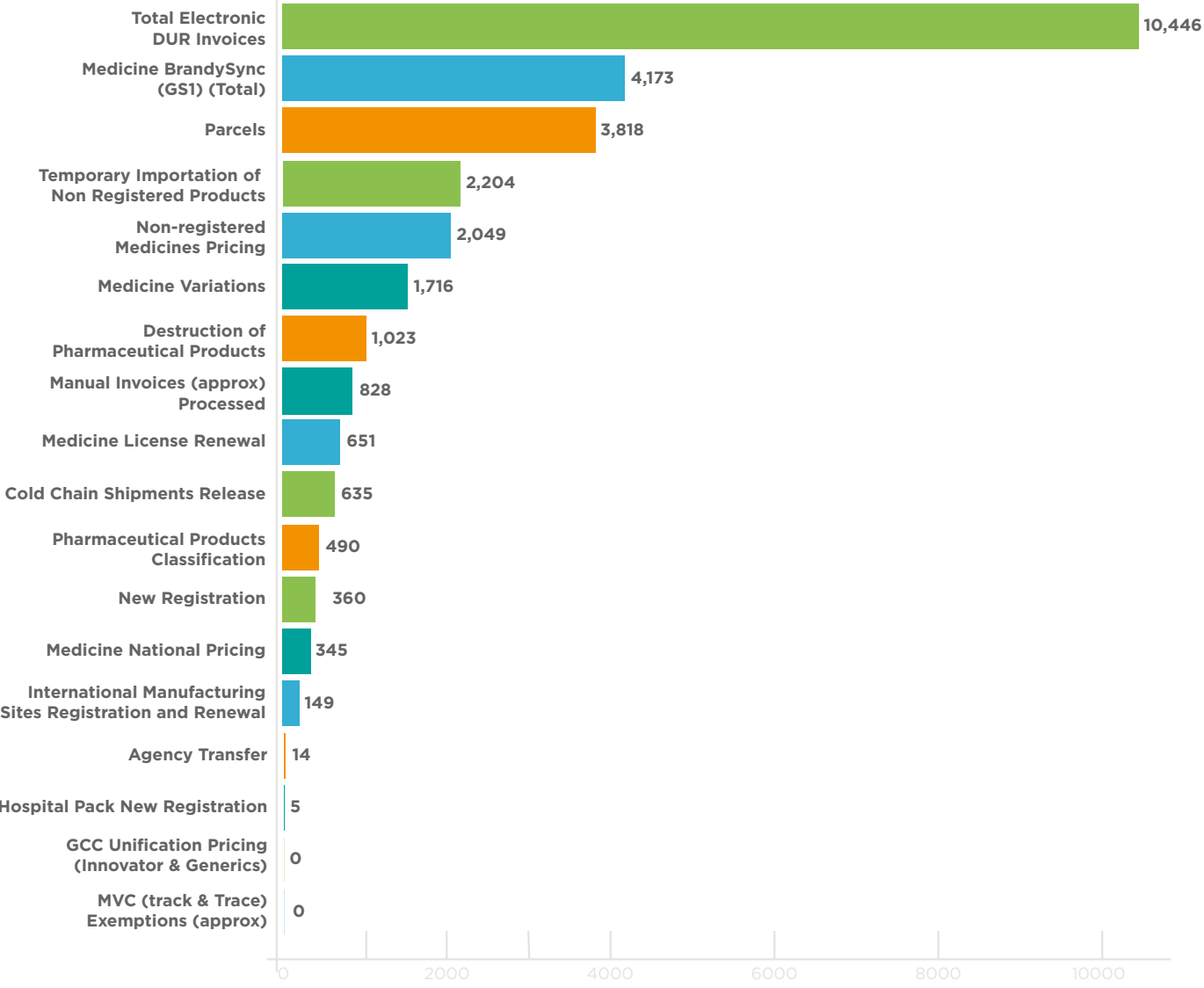
Safety Evaluation of Vaccines and Communications

**1**

Emergency Use Authorization of COVID-19 Medicines

# Regulatory Activities

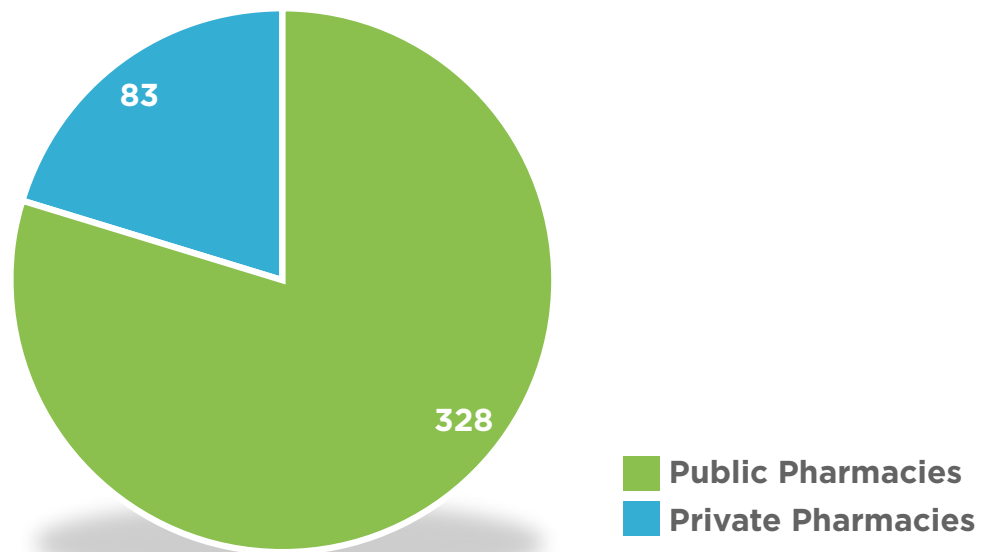
Total 29017



### Licensing Activities

A total of 38 new pharmacies were licensed in 2022, of which 8 were opened in a healthcare facility and 30 were public pharmacies. The total number of pharmacies licensed in the Kingdom of Bahrain are 411 of which 328 are operating as public pharmacies and 83 are operating in a healthcare facility.

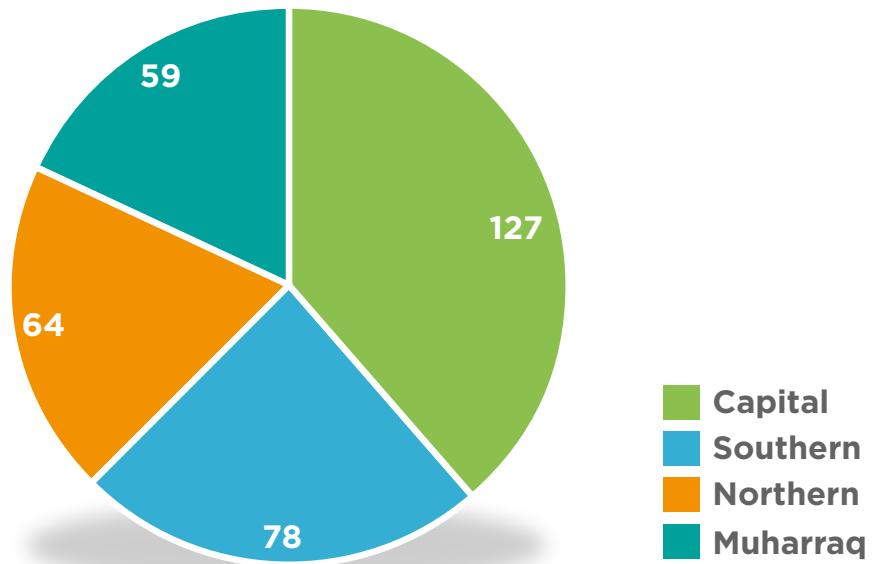
### 411 Total Number of Licensed Pharmacies



**Total number of  
licensed warehouses**

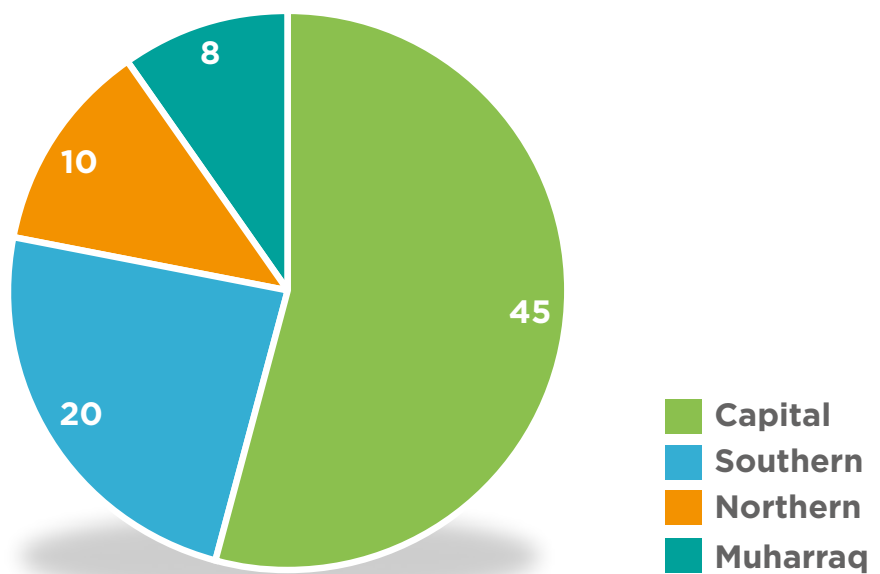
## Public Pharmacies Distribution

Total 328



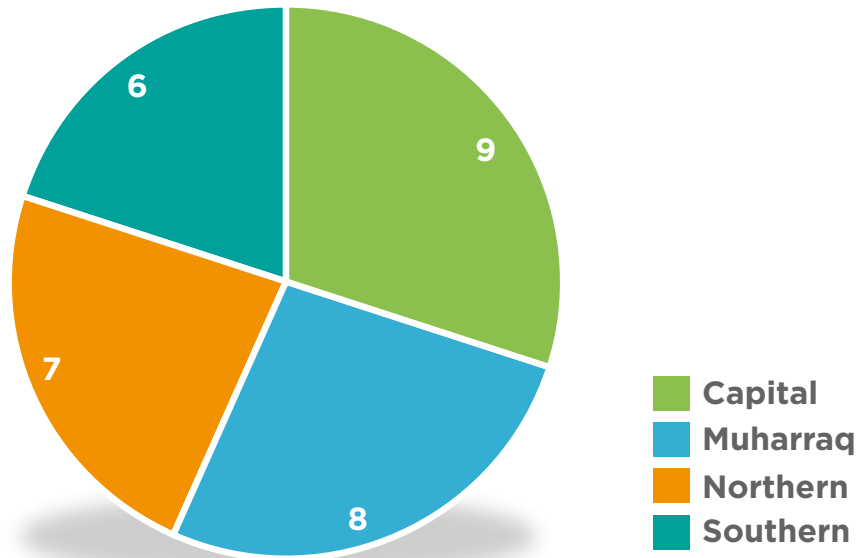
## Private Pharmacies Distribution

Total 83



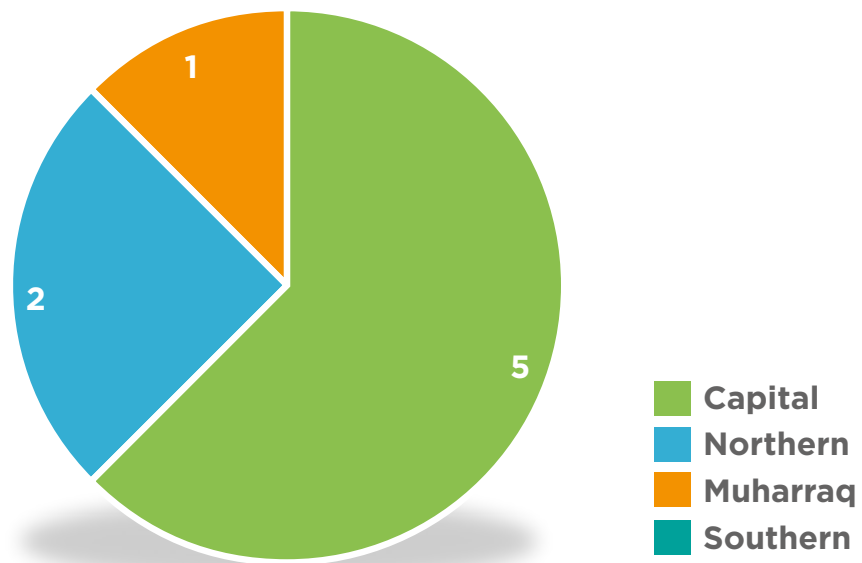
## New Licenses Issued - Public Pharmacies

Total 30



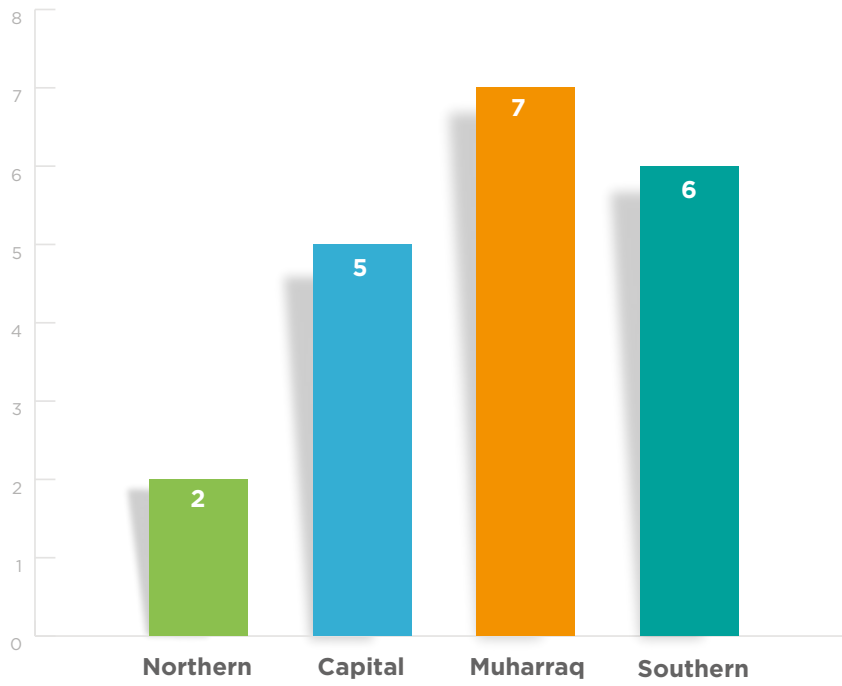
## New Licenses Issued - Private Pharmacies

Total 8



## Geographic Distribution of Public Pharmacies with Delivery Services

Total 20



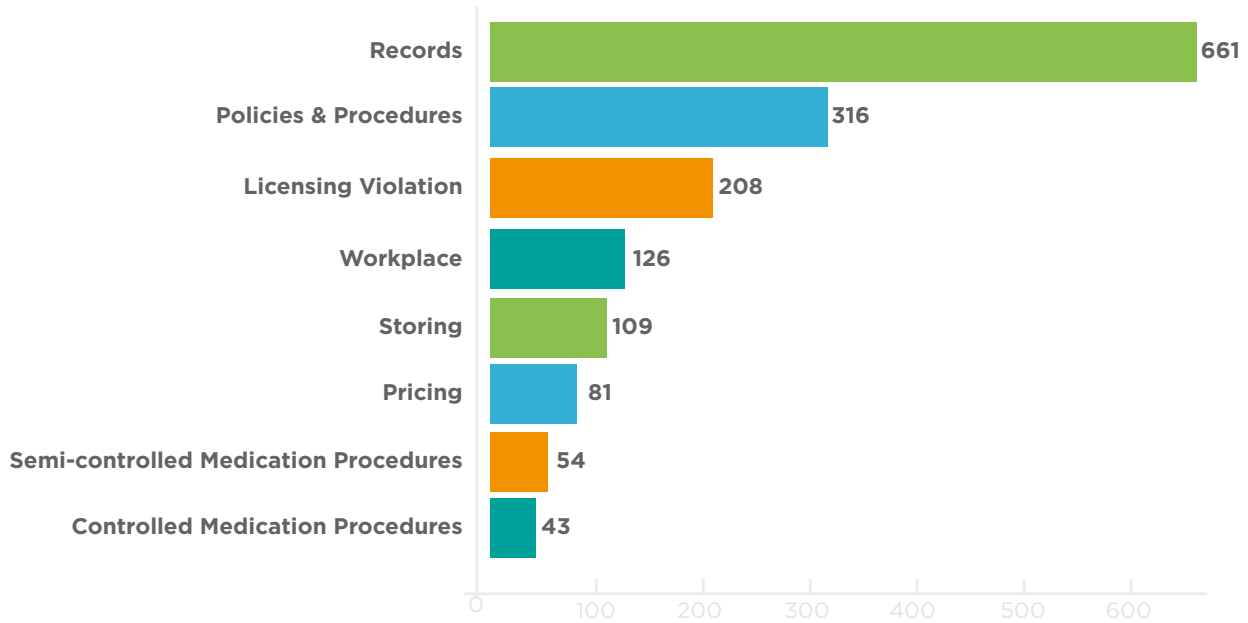
### Approvals Issued to Facilities for

|   |   |
|---|---|
| Preparation Rooms                                   | 1 |
| Change in Activities from Retail to Import Pharmacy | 1 |
| Change in Activities from Import to Retail Pharmacy | 1 |



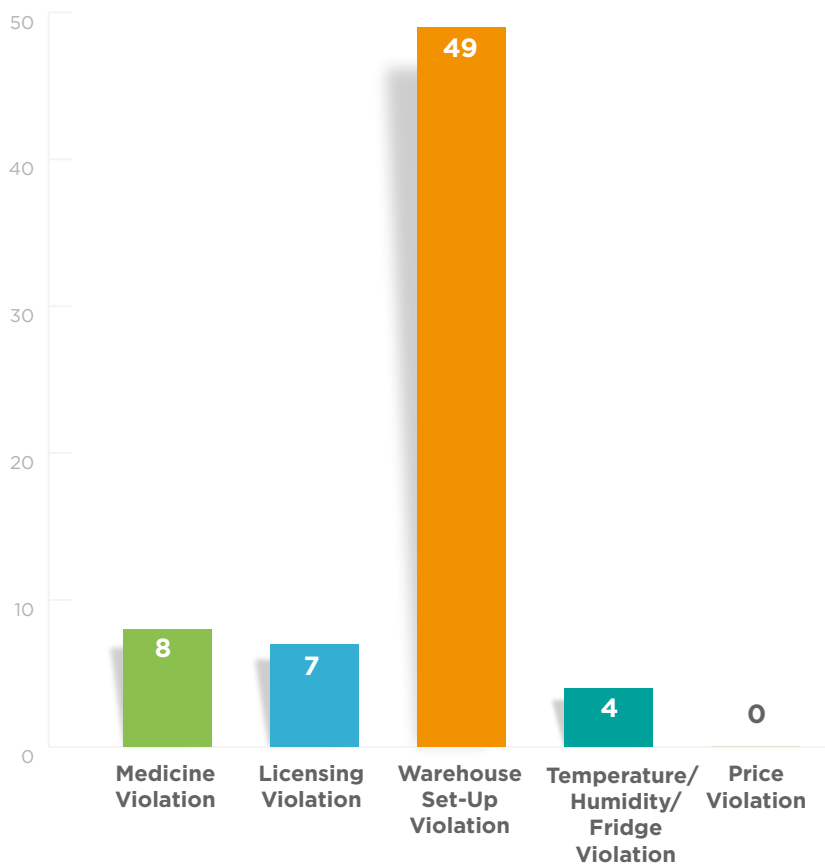
## Violations Identified

1598 Total



## Violations identified from warehouse inspections

Total 68



# Regulating Medical Devices



The Medical Devices Control section reviewed 11,404 applications for new medical devices and approved a total of 10,142 that met importation and quality criteria. The total value of the imported devices was BHD 46,689,472.16.

**77**

Total number of inspection

**190**

Total number of new company's request (Sijilat)

**11,404**

Total number of new medical device Importation applications assessed.

**14**

Total number of medical MOH cosmetic devices classification request

**79,385**

Total number of AR listed medical devices

## Medical Devices (Ofoq) Importation Permit



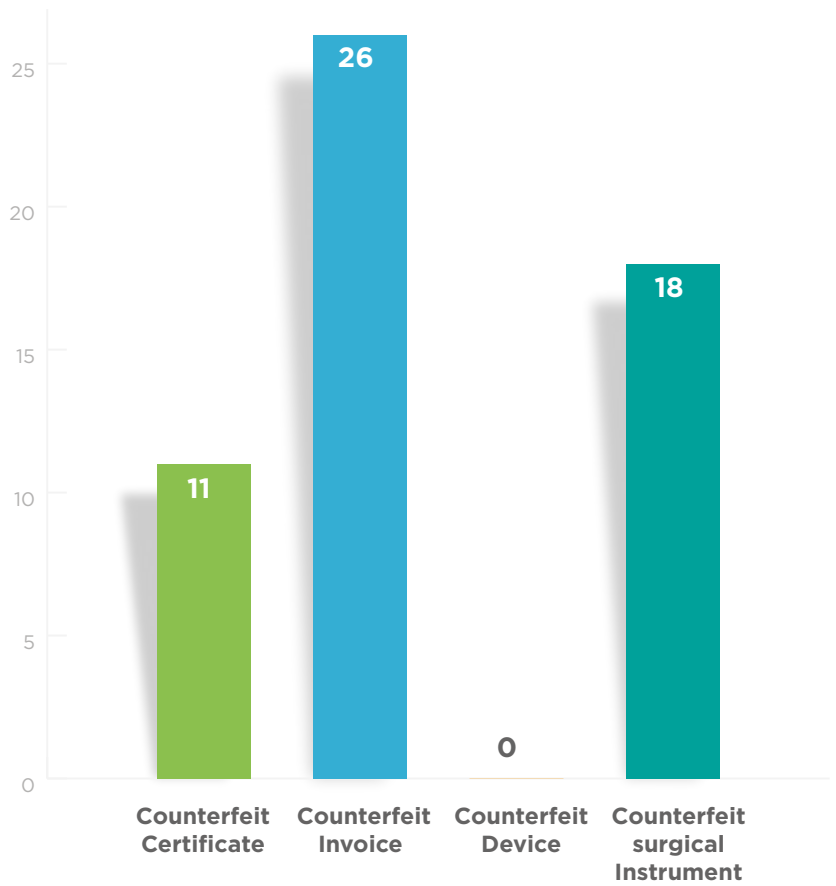
Total number of approved medical devices importation permit



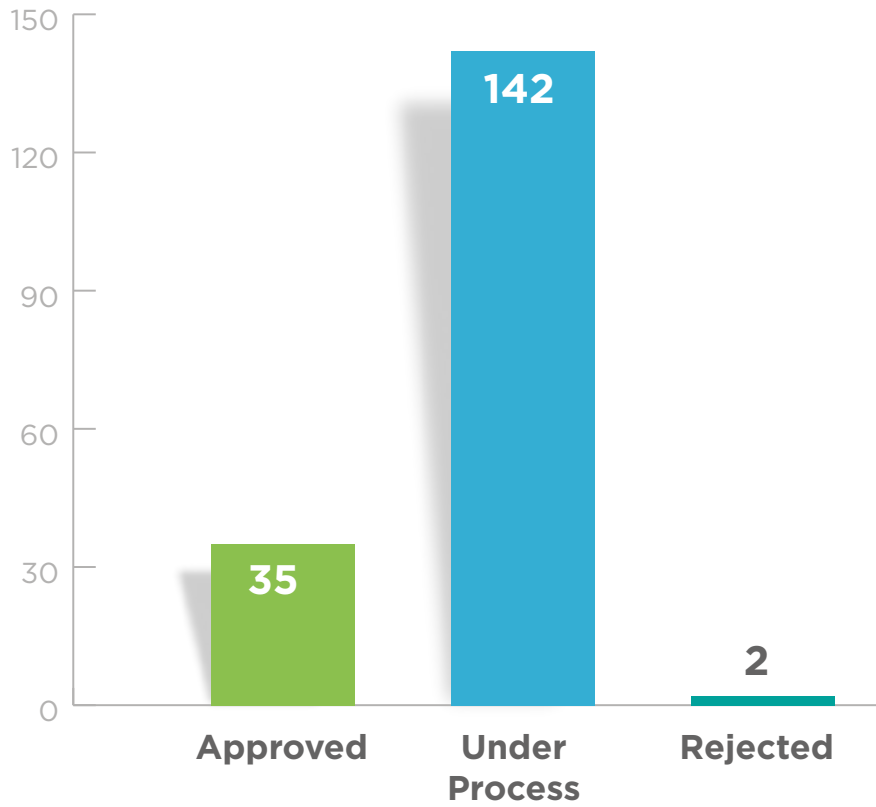
Total number of rejected medical devices importation permit.

## Types of Medical Device Violations Identified

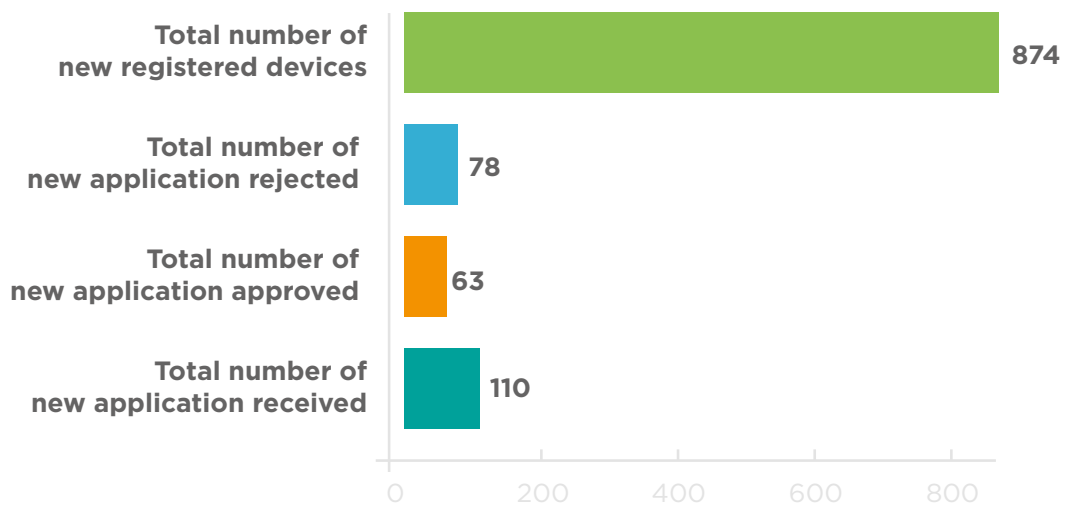
Total 55



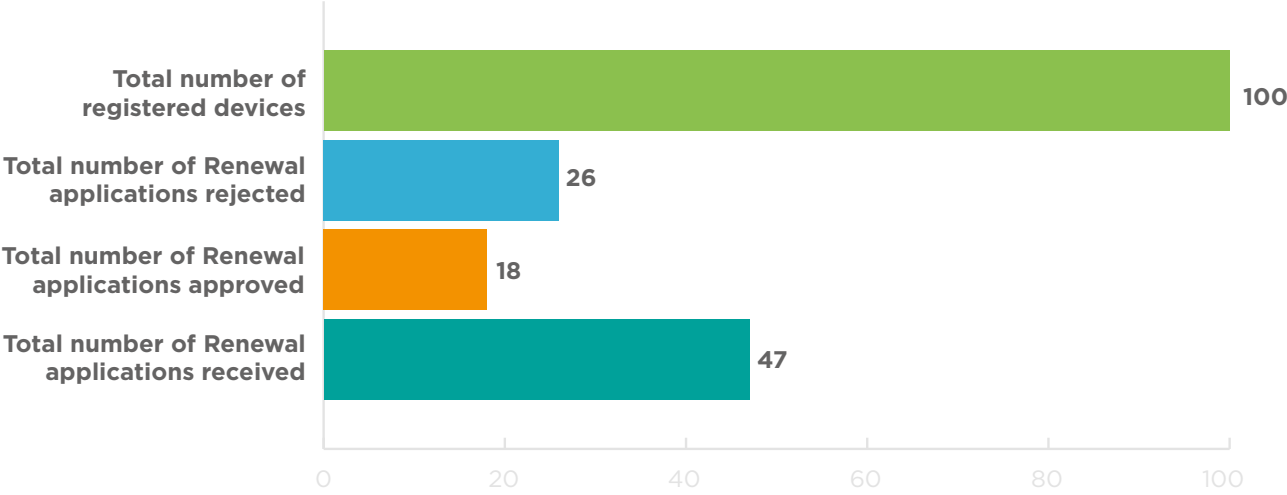
## Medical Devices Authorised Representative Registration



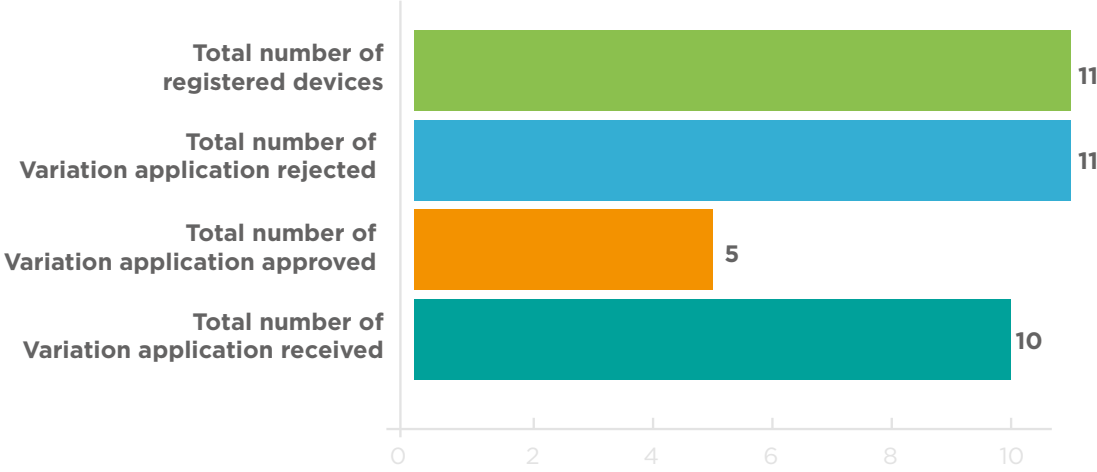
## Medical Devices Registration New Applications



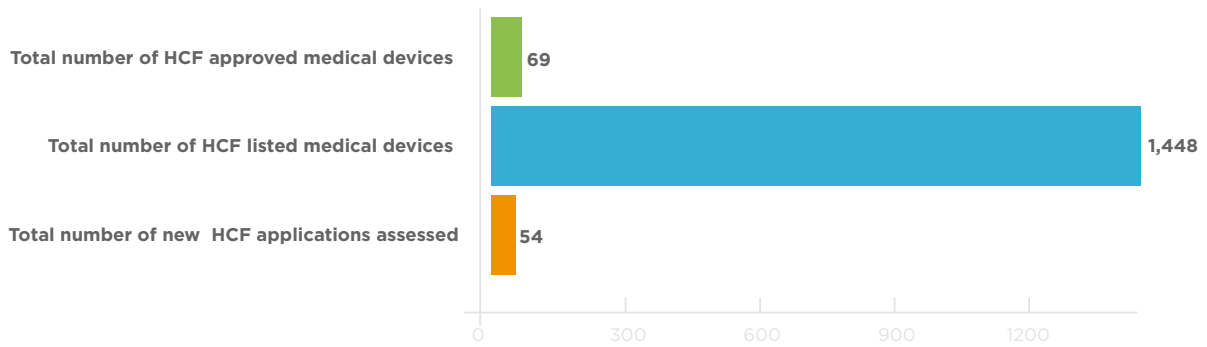
## Medical Devices Registration Renewal



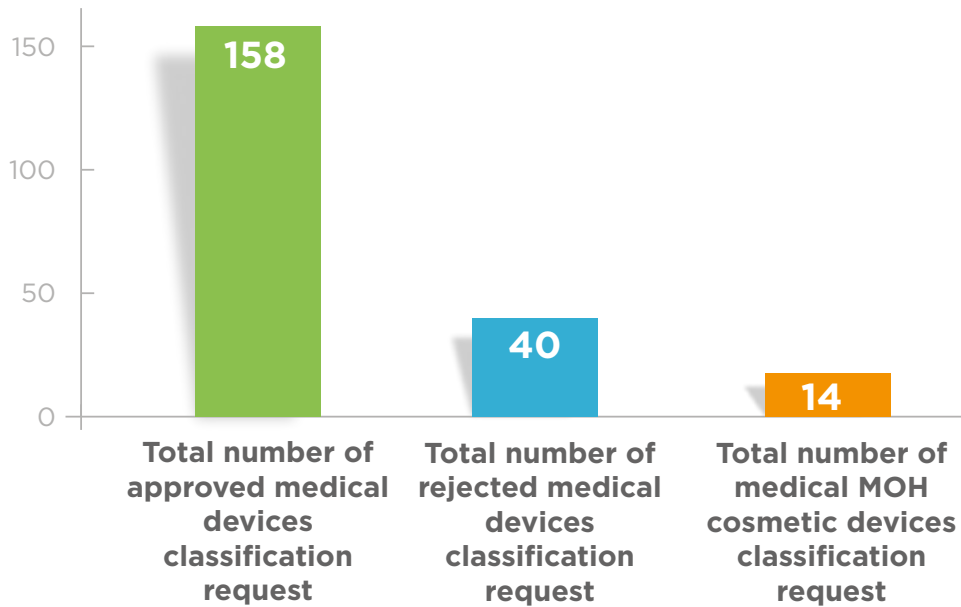
## Medical Devices Variation Application



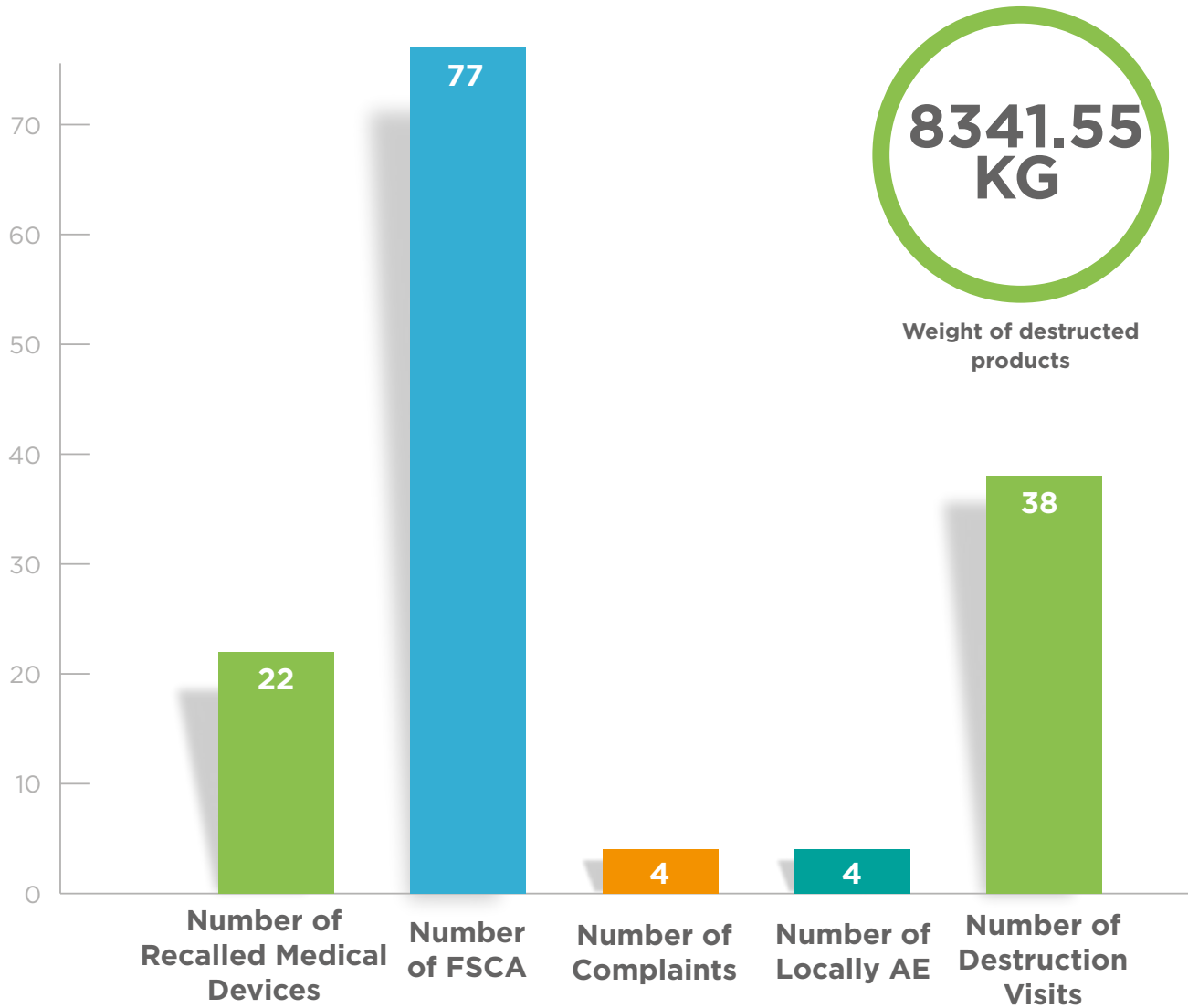
## Medical Devices Approval Permit to Use



## Medical Devices Classification Requests



## Post Market Surveillance



## 2<sup>ND</sup> BAHRAIN HEALTH REGULATORY CONFERENCE & EXHIBITION

"Safe & High Quality Services"





# Clinical Trials & Continuing Professional Development Regulation



In 2022 a total of 12,135 Continuous Professional Development (CPD) activities were approved by the Clinical Trial and CPD section. The section also approved 7 clinical trials to be conducted in the Kingdom.

**12,135**

Total number of approved continuing professional development programs

**10,209**

Total number of continuing professional development programs in the governmental sector

**1,926**

Total number of continuing professional development programs in the private sector

**8**

Reviewed clinical trial applications

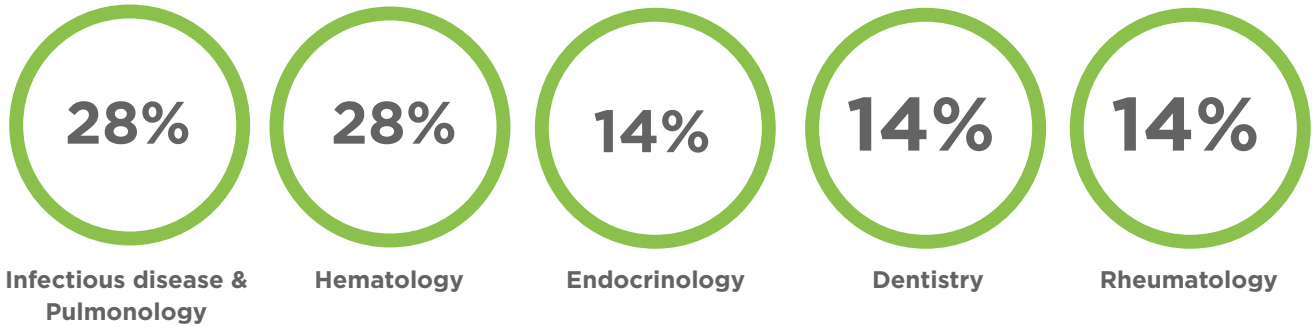


In 2022 the Clinical Trials and Continuing Professional Development Regulations department had received and processed 12135 CPD applications, as well as 8 Clinical Trial applications.

### Clinical Trials

Out of 8 Clinical Trial Application packages, 7 Clinical Trial applications have been approved and 1 was rejected.

The clinical trials applications were focused on the field of:



### CPD

In 2022, the CPD unit had received and processed 12,135 CPD applications. These CPD activities were offered by both private and governmental sectors. The majority of these activities were in the form of lectures followed by life support training, specialized workshops, general workshops and conferences. The highest number of CPD activities conducted in year 2022 fell under Nursing 3925 and Primary health care 1111.



## Nurturing International & Local Collaborations

The Clinical Trials (CT) Regulations Unit succeeded in securing a unique collaboration with Roche Middle East which aims to cultivate the clinical research enterprise within the Kingdom of Bahrain. This collaboration is intended to cultivate the capacity of local resources by drawing from the international experience of the private sector. Through this collaboration, a workshop for unleashing clinical research potential in Bahrain has been organized for February 2023. The workshop is expected to unearth the current status of clinical research in the Kingdom of Bahrain and gain valuable insights on the factors affecting research integrity.

The Continuous Professional Development (CPD) Unit organized and conducted the 2nd round of the NHRA Regulatory Conference in September 2022. This two-day event congregated leading experts in the regulatory field to discuss current challenges, share best practices and exchange experiences. Following the success of the regulatory conference, the CPD Unit further organized and conducted the first round of the Manama Health Conference & Expo in December 2022. This conference served as a collaboration between the Kingdom of Bahrain and the Republic of Egypt. It brought together healthcare professionals and experts from across the region to discuss and exchange best practices in various areas of healthcare provision, namely, Hematology & Biochemistry, Regenerative Medicine, Internal Medicine, General & Plastic Surgery, Dentistry, Pharmacy, and Biomedical Engineering. During this conference, the CPD Unit met with their counterpart from the Saudi Commission for Health Specialties (SCHS) and discussed unifying CPD accreditation processes.

Additionally, the CPD Unit organized two rounds of the NHRA Accreditation Workshops in 2022. The workshops were designed to help organizations understand the NHRA accreditation process, the criteria for successful accreditation, and the benefits of becoming an accredited organization.

## Supporting National Efforts To Combat Infectious Diseases

The Clinical Trials (CT) Regulations Unit conducted a rigorous review of the scientific data in Clinical Study Reports (CSRs) of FOUR vaccinations and presented its scientific opinion to support decisions to grant Emergency Use Approvals (EUAs) by NHRA as well as other decisions by the National Immunization Committee. The review was conducted for the following:

- a. **VALNEVA:** A randomized, observer-blind, controlled, superiority study to compare the immunogenicity against COVID-19, of VLA2001 vaccine to AZD1222 vaccine, in adults.
- b. **Recombinant SARS-CoV-2 vaccine:** Sequential Immunization of Recombinant COVID-19 vaccine (CHO cells) and Inactivated COVID-19 Vaccine (Vero cells) in Population Aged 18 Years and Above.
- c. **JYNNEOS:** A Randomized, Open-Label Phase 3 Non-Inferiority Trial to Compare Indicators of Efficacy for MVA-BN Smallpox Vaccine to ACAM2000 in 18 - 42-Year-Old Healthy Vaccinia-Naïve Subjects.
- d. **COMIRNATY:** Booster Dose of Pfizer-BioNTech COVID-19 Vaccine, Bivalent (Original and Omicron BA.4/5, 30 µg dose) In Individuals ≥12 Years of Age.

## Reviewing Applications & Activities

The Clinical Trials (CT) Regulations Unit conducted fifteen (15) Clinical Trials Committee (CTC) meetings and five (05) Research Ethics Committee (REC) Meetings. Out of eight (08) Clinical Trial Application packages, seven (7) were approved. The clinical trial applications were seemingly focused in the field of infectious diseases and pulmonology (~28%) as well as Haematology (~28%). The remainder of the clinical trial applications were distributed as one (~14%) in Endocrinology, one (~14%) in Dentistry, and one (~14%) in Rheumatology.

The Continuous Professional Development (CPD) Unit has reviewed and approved of 12,135 of CPD activities. Out of the approved 12,135 activities, 3,184 scientific activities were conducted virtually through online platforms for various medical disciplines.

## Developing Regulations and Policies

The Clinical Trials (CT) Regulations Unit has begun the process of developing new policies to standardize the review process for clinical trials applications by both the Clinical Trials Committee and the Research Ethics Committee. This step is considered an important milestone in unifying the scientific and ethical review process for clinical trials applications. Additionally, the CT Regulations Unit re-reviewed the Standards & Requirements for Independent Research Ethics Committees (IRECs) Involved in Clinical Trials in the Kingdom of Bahrain.

The Continuous Professional Development (CPD) updated the CPD application forms for 2022 in order to provide a more streamlined process. The new forms were designed to make it easier for applicants to navigate the CPD accreditation process, providing clear instructions and guidance for completing the necessary steps.

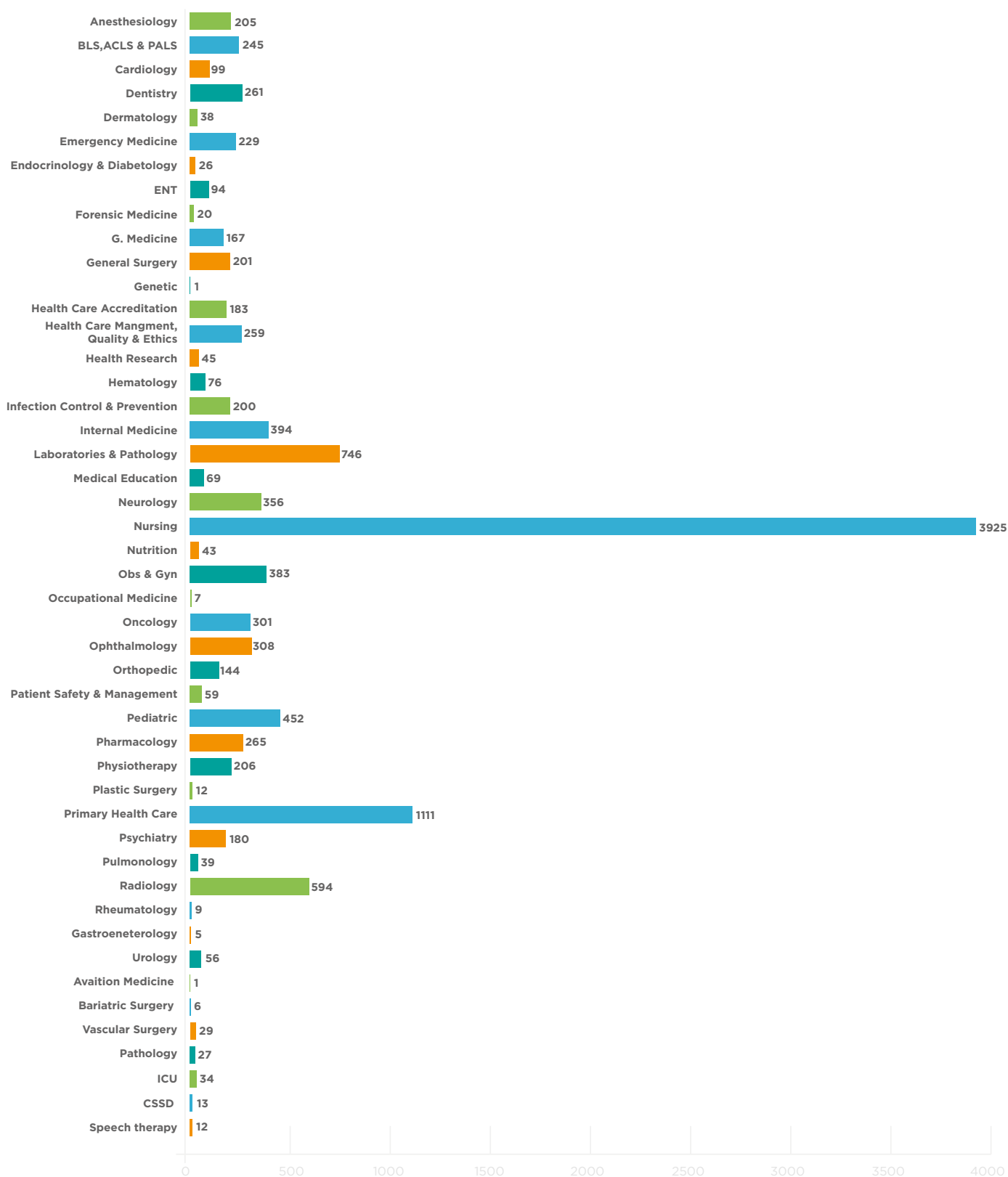
### The following achievements were also attained in 2022:

1. Conducted several meetings with the Joint Committee of NHRA-Ministry of Labor and Social Development for Health Care Professional Training Program Applications for Reviews and approved several health trainings programs and health training centers.
2. Update of the CPD Accreditation Application Forms for 2022.
3. Meeting with Saudi commission for Health Specialties alongside with Manama Health Conference Dec 2022 regarding unifying the CPD approval between the two Authorities.
4. Re-review of the Standards & Requirements for Independent Research Ethics Committee (IREC) Involved in Clinical Trials in the Kingdom of Bahrain
5. Organizing for the following scientific activities:
  - Organized and held the 2nd NHRA's Regulatory Conference for 2022
  - Organized and held two rounds of NHRA's Accreditation Workshop for 2022.
  - 1st CT Conference with Pfizer to be held in the 1st quarter of the year 2023.
  - Conducted the 1st round of the Manama Health Conference & Expo.
  - Launched the professional certification program for Dental Implantology.
  - Scientific data review was conducted to support Emergency Use Approval of the VALNEVA, Recombinant SARS-CoV-2 vaccine, JYNNEOS and COMIRNAT

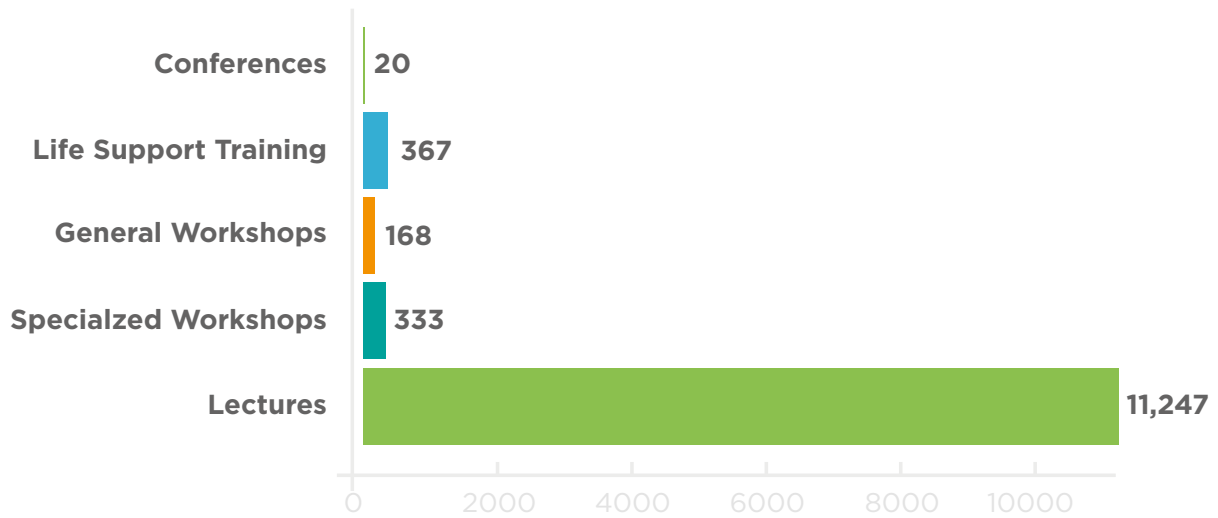
## CT & CPD Team's Professional Development

1. DR. Azhar Naseeb: The Chief of the Clinical Trial and CPD Regulations Department was announced the employee of the year by the Chief Executive Officer of NHRA. she has attended several conferences and meetings worldwide and participated in surveying several health centers and hospitals as part of the National NHRA Accreditation process. Dr. Naseeb has attended several meetings with the Bahraini Council for Health Studies and Specializations under the umbrella of the Supreme Council of Health (SCH) and she further attended the Joint Committee meetings between NHRA and the Ministry of Labor to review and approve health training programs.
2. Dr. Sara al-Haddad: The Continuous Professional Development Specialist has successfully joined the International Academy for CPD Accreditation and has become a member of the network of colleagues dedicated to promoting and enhancing continuing professional development (CPD) accreditation systems.
3. Phr. Sumaya Husain: The Clinical Trials Regulations Specialist 'successfully completed Postgraduate Diploma in Clinical research from the Arabian Gulf University (AGU) in collaboration with Maryland University-USA with distinction and first-class honours. She has further trained in surveying a several health centers and hospitals as part of the NHRA accreditation process.

## Distribution of Approved CPD Activities According to Specialty

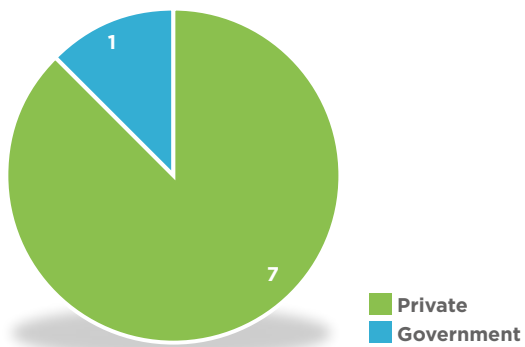


## Types of Approved CPD Activities



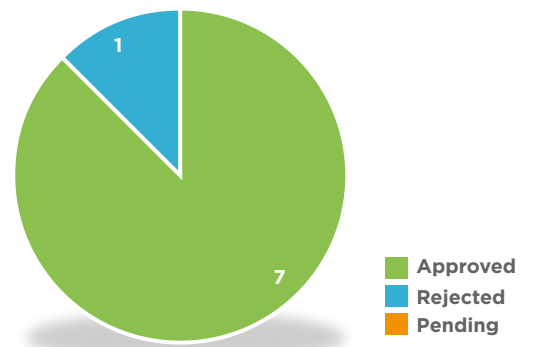
## Distribution of Clinical Trials

Total 8

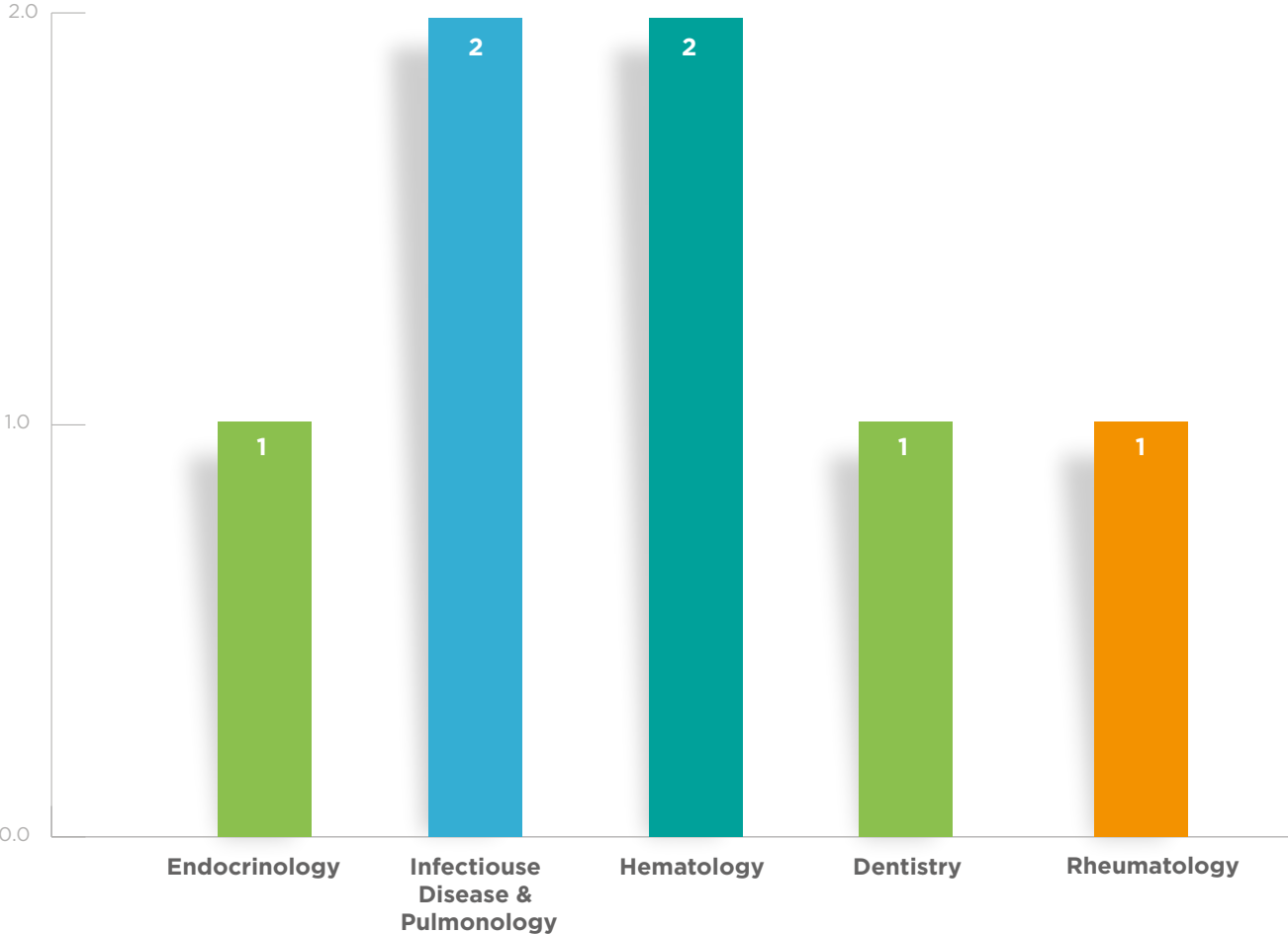


## Number of Approved Clinical Trials

Total 8



## Distribution of Clinical Trails According to Speciality



# Accreditation & Quality Group



93

Total number of  
Healthcare Facilities  
Accredited

23

Total number of  
Hospitals accredited  
by NHRA

70

Total number of  
Centers accredited  
by NHRA

30

Total number of New  
Governmental  
facilities accredited  
in 2022

9

Total number of  
accreditation  
committees convened

11

Six months follow  
up visits

98%

Total number of  
eligible facilities have  
submitted quality  
improvement plans

22

Total number of  
accreditation  
consultations  
conducted

11

Accreditation  
Workshops Conducted  
by Accreditation and  
Quality group



**By end of 2022 NHRA was able to accredit 23 hospitals and 70 centers. 100% of all eligible hospitals in the Kingdom of Bahrain have been accredited.**

**A total of 750 hospital core standards and 6375 center core standards were assessed. Approximately 8432 recommendations were given to both hospitals and centers in 2022.**

**92% of accredited hospitals and 93% of accredited centers have implemented more than 80% of the improvement recommendations that were given during the accreditation survey.**

#### **Accreditation Goals and Objectives:**

1. Increasing quality of healthcare services.
2. Enhancing competitiveness between healthcare facilities.
3. Raising the confidence of citizens and residents in health services.
4. Attracting Health investments.
5. Implementing the initiatives of the national health plan.

#### **Accreditation and Quality Group Achievements 2022:**

1. Achieving international recognition from the International Society of Quality in Healthcare (ISQua) for the accreditation standards of hospitals and medical centers.
2. Accrediting 100% of all eligible hospitals in the Kingdom of Bahrain.
3. Accrediting all 27 Primary Healthcare Centers.
4. Accrediting the Salmaniya Medical Complex, one governmental rehabilitation hospital and one specialized center.
5. Recruitment of Medical Doctor, General Dentist and Quality Assurance Specialist to the department.
6. Restructuring of surveyors' team with a new decision issued awarding the privilege of being a surveyor to 46 professional experts.
7. Conducting two mock surveys in a private hospital and a medical center as part of the internal training for new surveyors.
8. Conducting workshops to introduce healthcare facilities to the new ISQua standards.

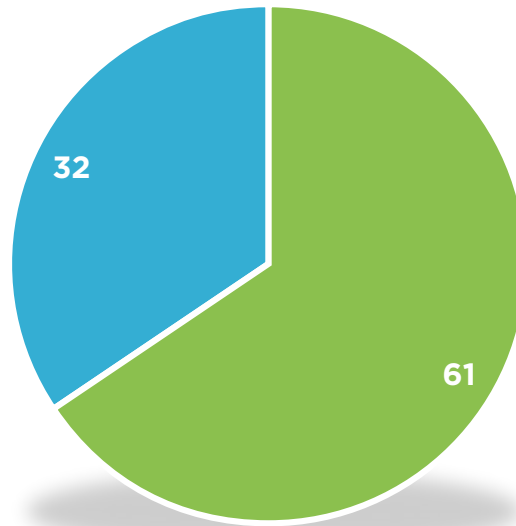




## Accreditation Unit Performance:

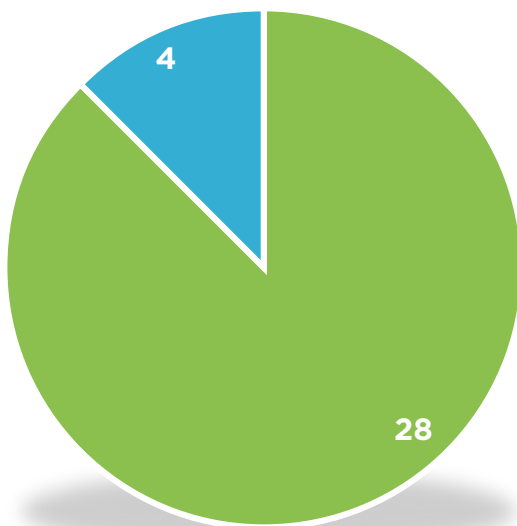
### Accredited Facilities

Total 93



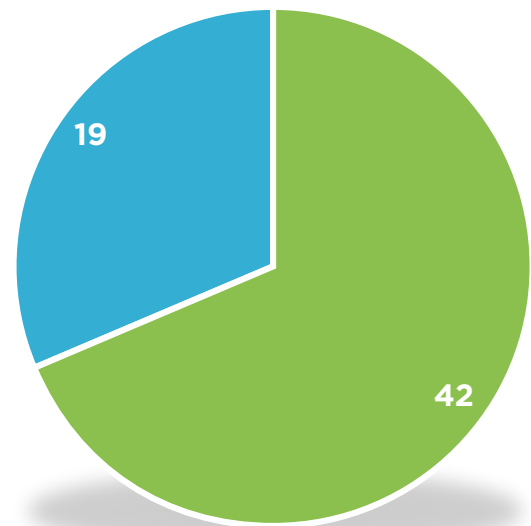
■ Private Facilities  
■ Government Facilities

### Accredited Government Facilities



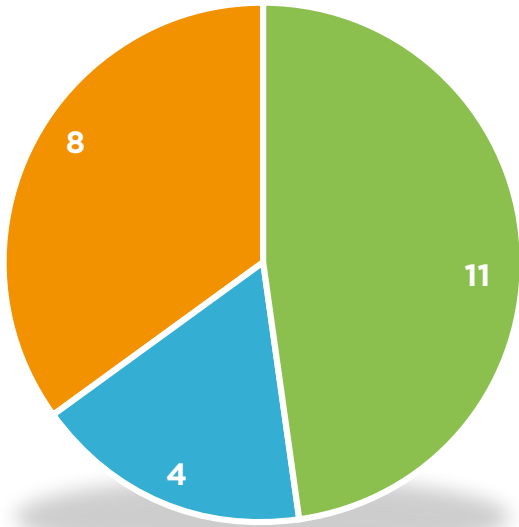
■ Centers  
■ Hospitals

### Accredited Private Facilities



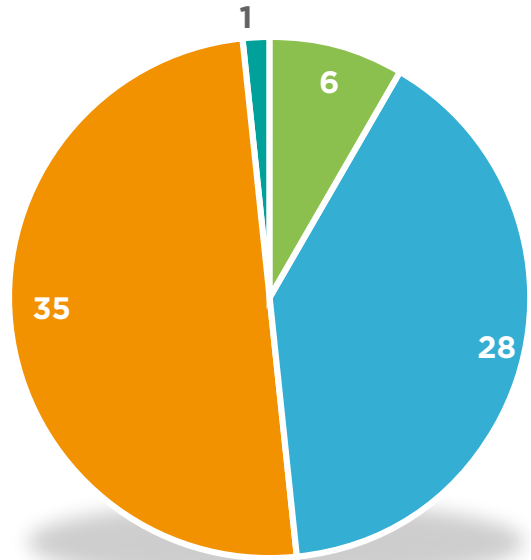
■ Centers  
■ Hospitals

**Distribution of All Hospitals Awards**



- Diamond
- Platinum
- Gold
- Silver

**Distribution of All Centers Awards**



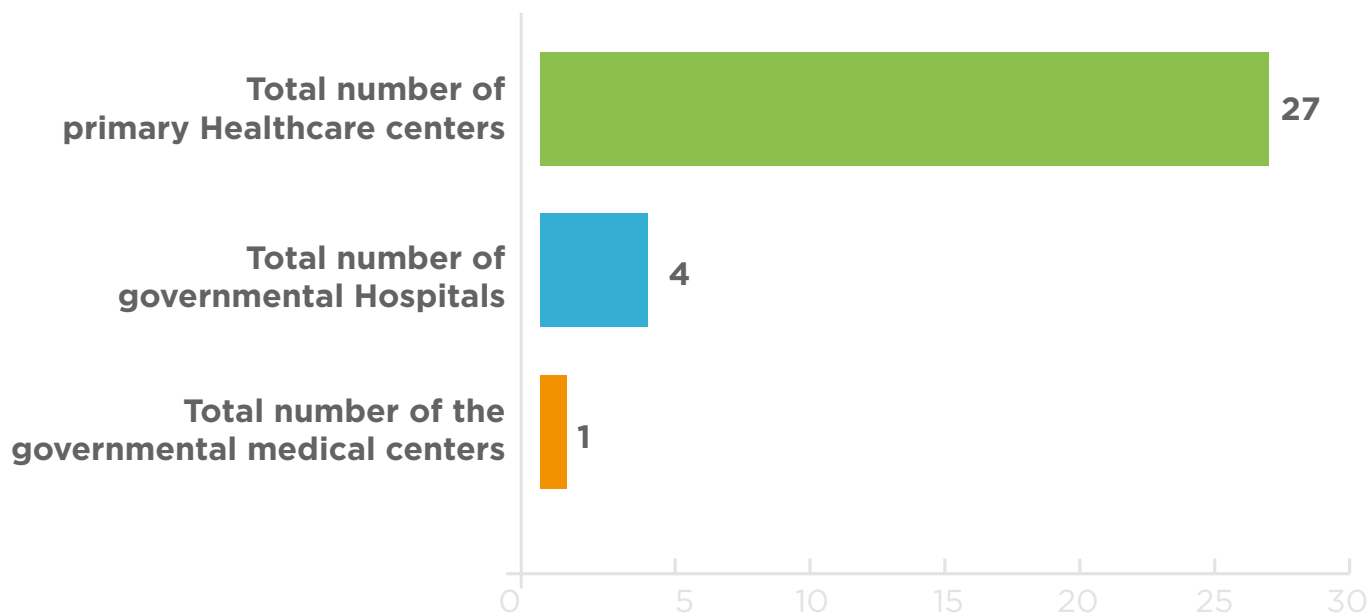
- Diamond
- Platinum
- Gold
- Silver



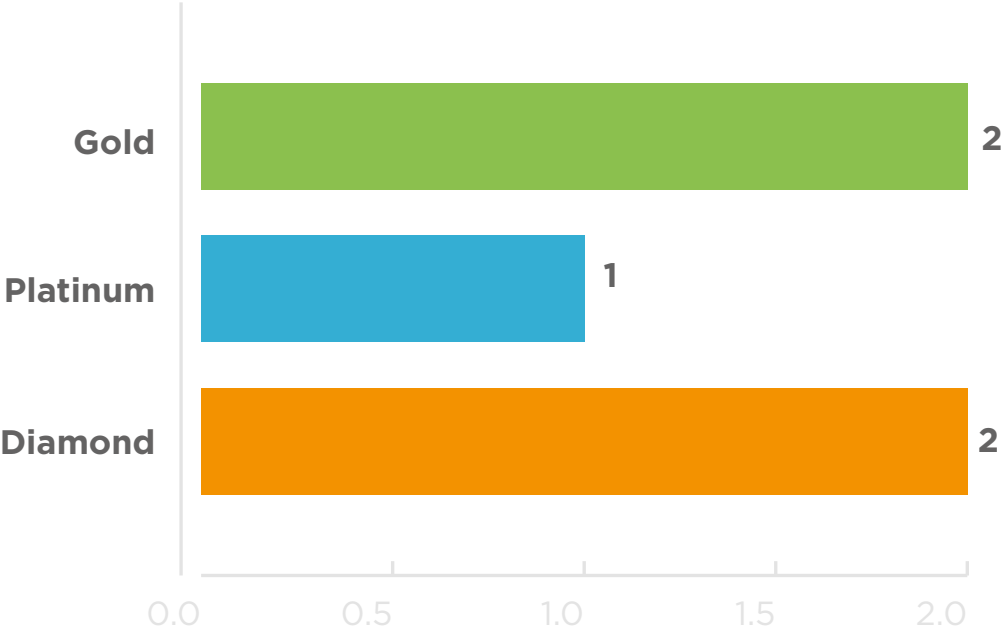
## Government Sector Performance in 2022:

### Total of Governmental facilities accredited in 2022

Total 32

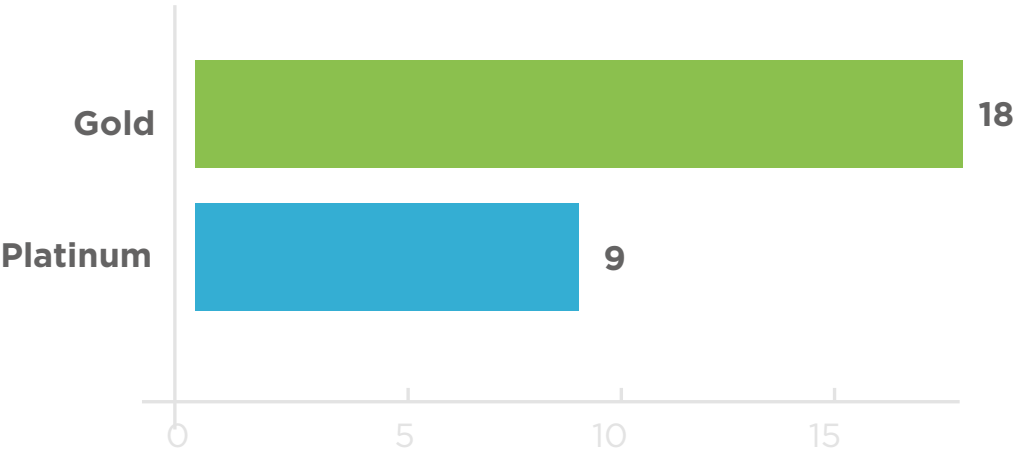


### Governmental Hospitals and Centers Awards



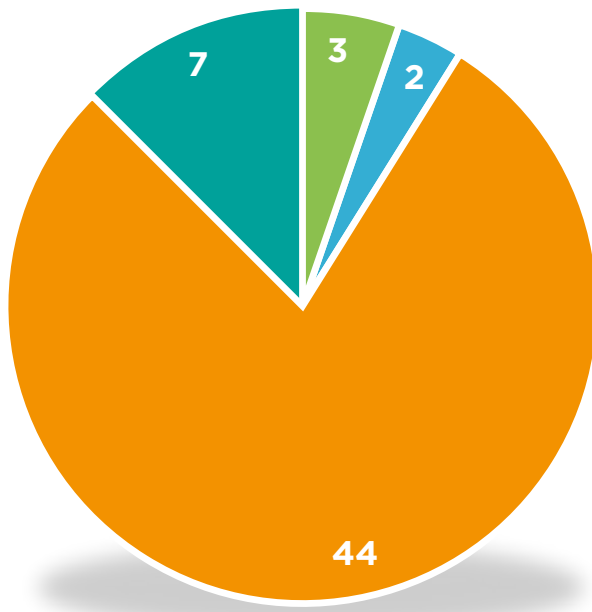
### Primary Health Care Centers Awards

Total 27



## Types of Surveys Conducted in 2022

### Facilities Surveyed for Accreditation



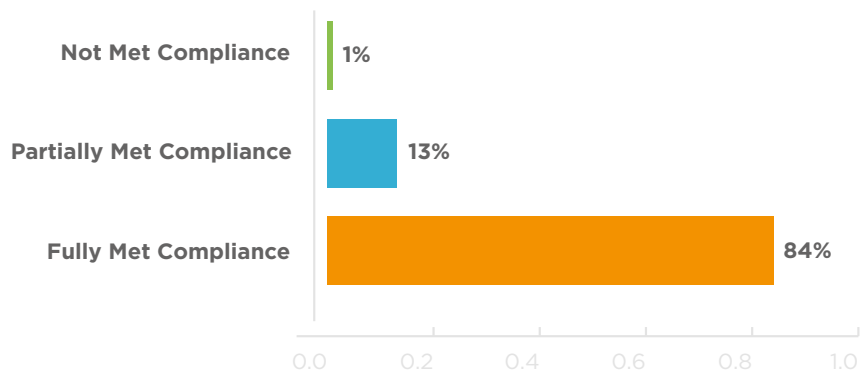
- New Hospitals Surveyed
- Second Cycle Hospitals Surveyed
- New Centers Surveyed
- Second Cycle Centers Surveyed



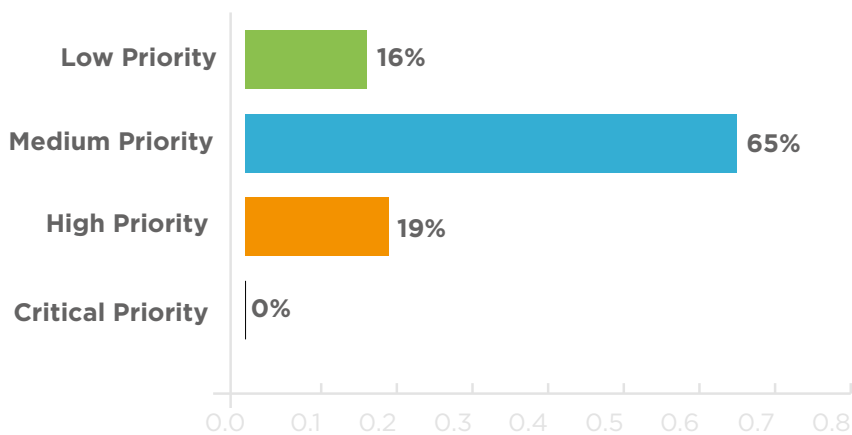
## Hospitals Performance in 2022:

### Distribution of core standards compliance in Hospitals

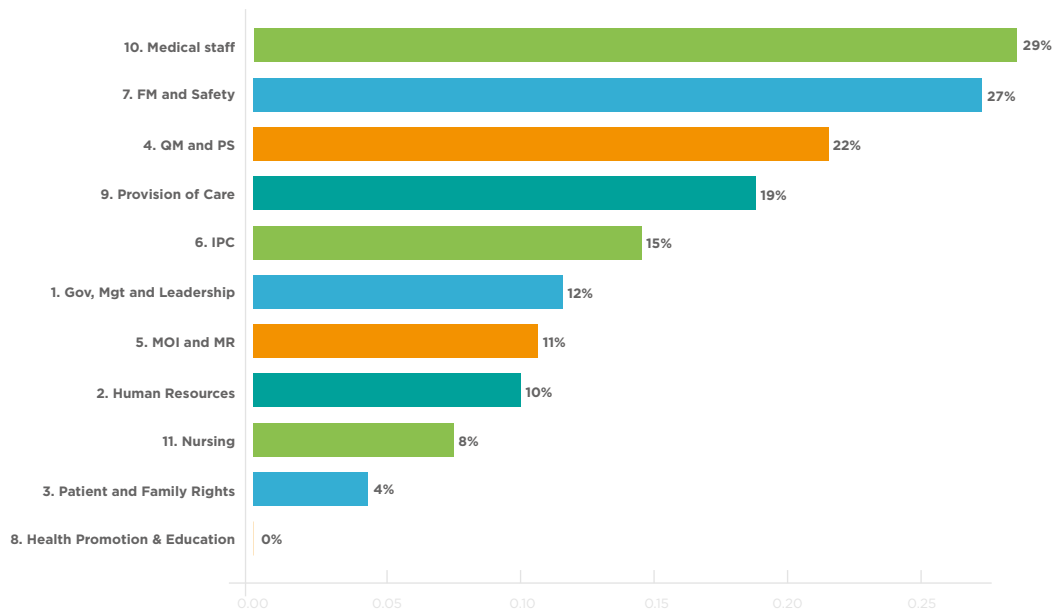
Total of 5 hospitals



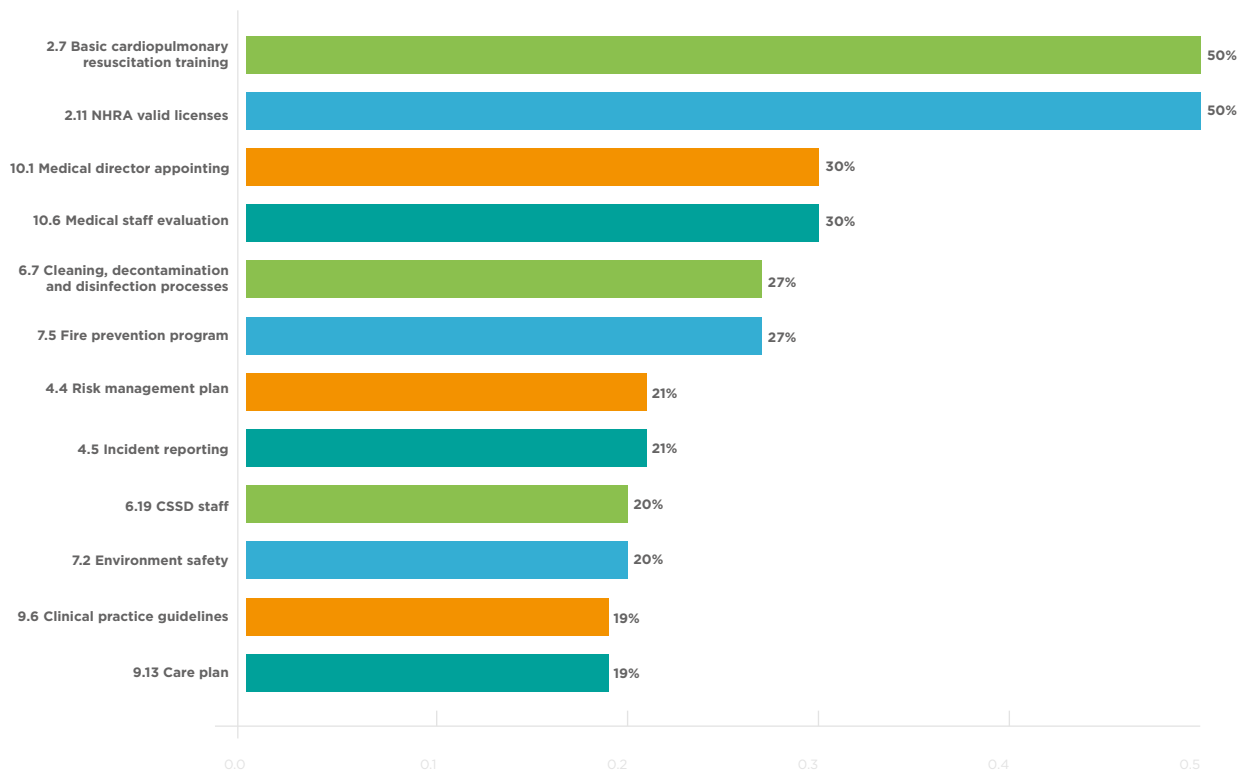
### Distribution of Recommendations Priority in Hospitals



## Distribution of Non-Compliance Analysis in Core Elements - Hospitals



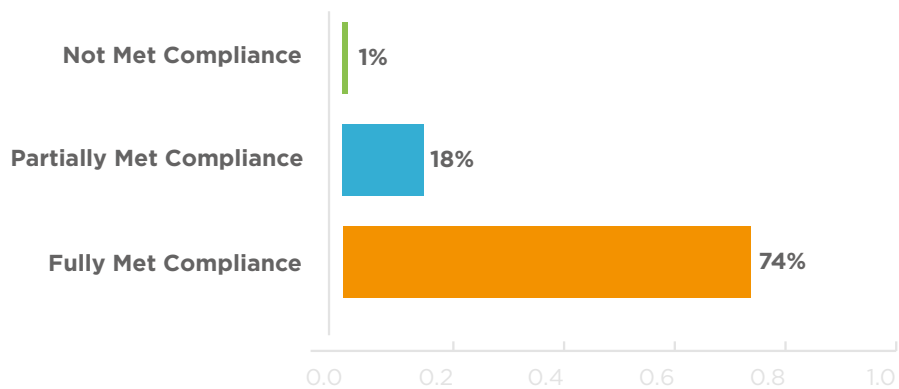
## Highest Non-Compliance Standards-Hopsitals



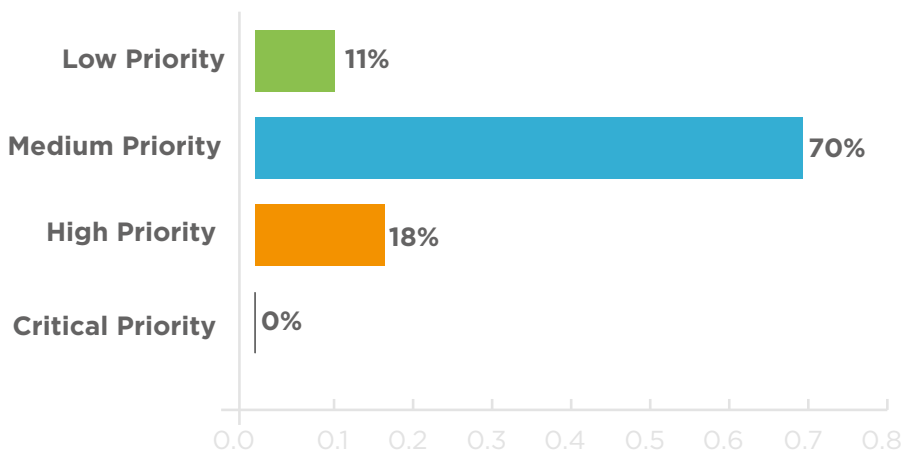
## Centers Performance in 2022:

### Distribution of Core Standards Compliance - Centers

Total No. of Centers: 51

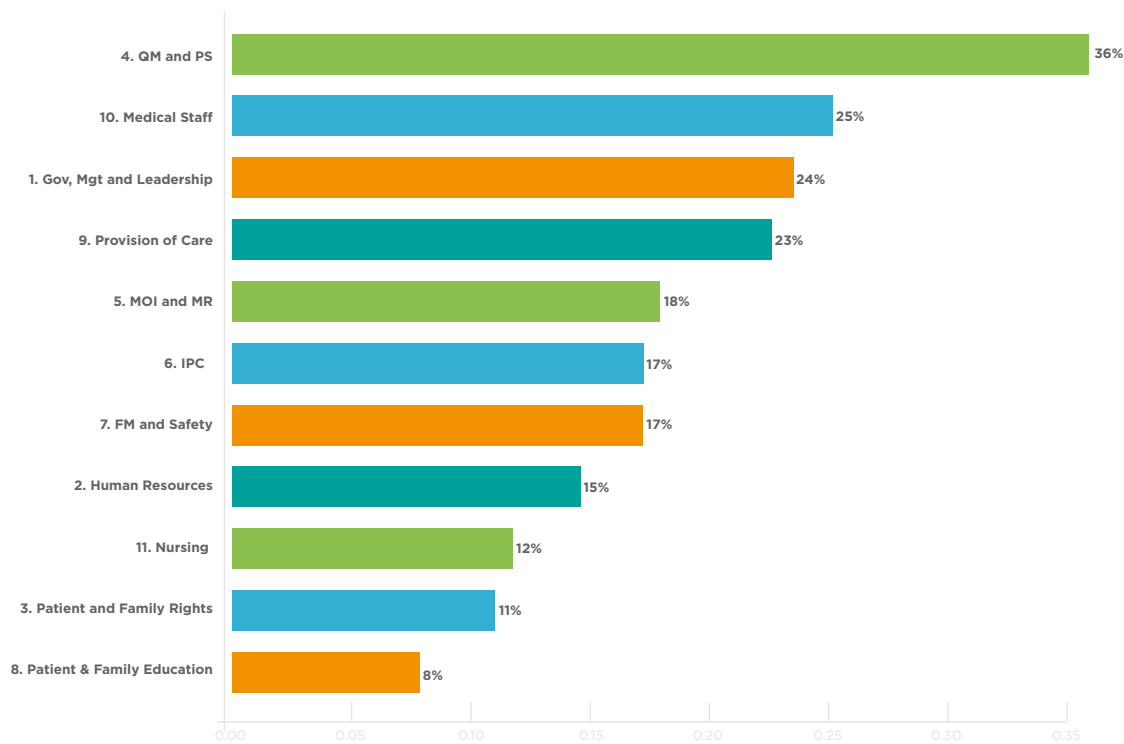


### Distribution of Recommendations Priority in Centers

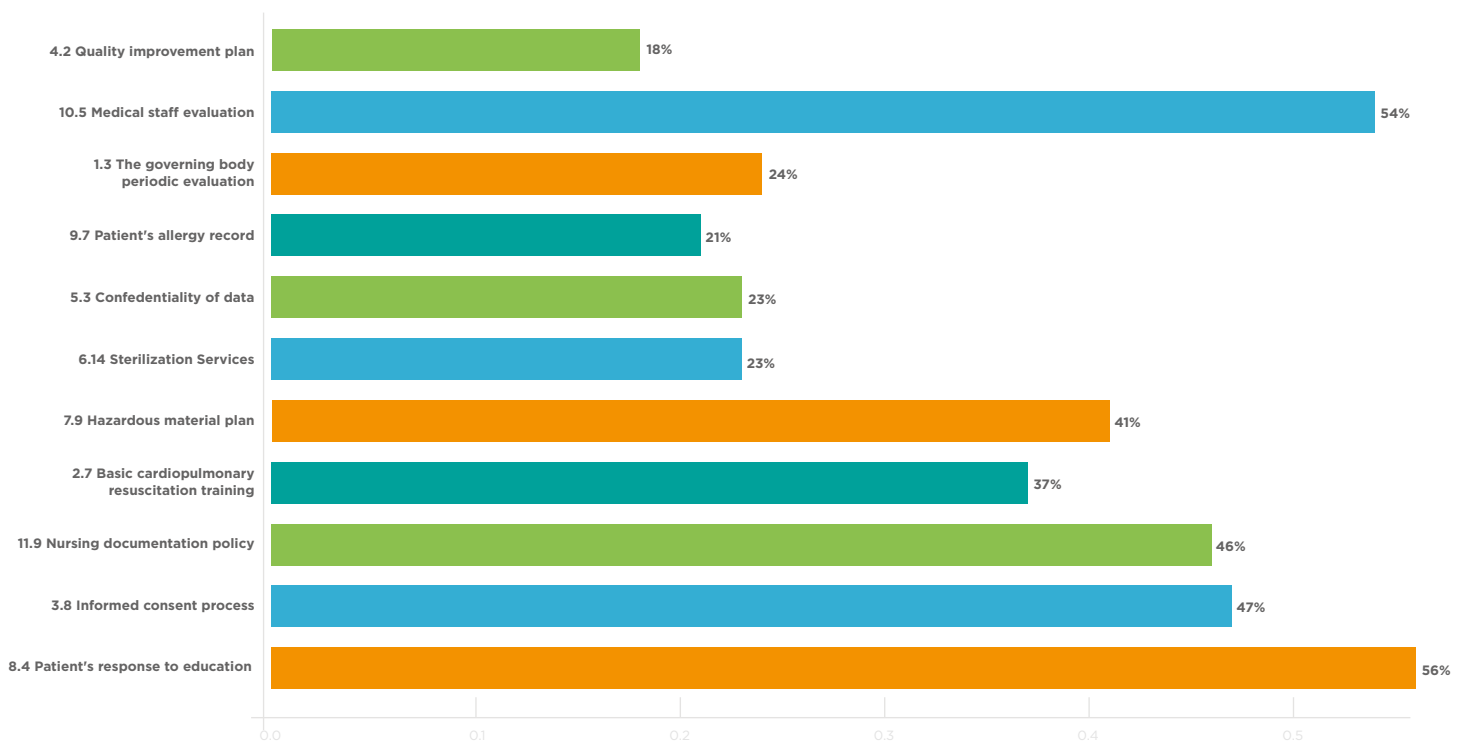




## Distribution of Non-Compliance Analysis in Core Elements - Centers



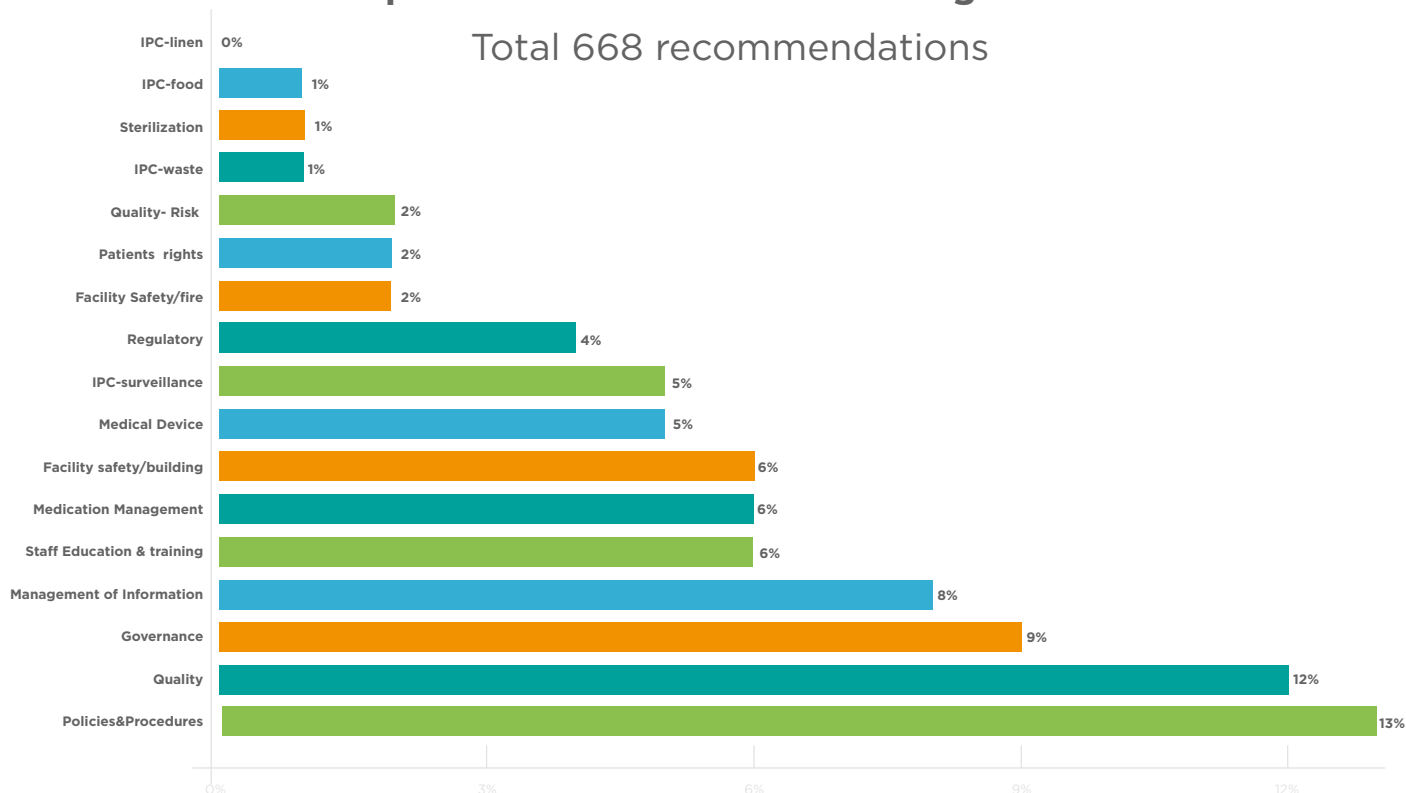
## Highest Non-Compliance Standard per Core Elements-Centers



# Recommendations Categorization

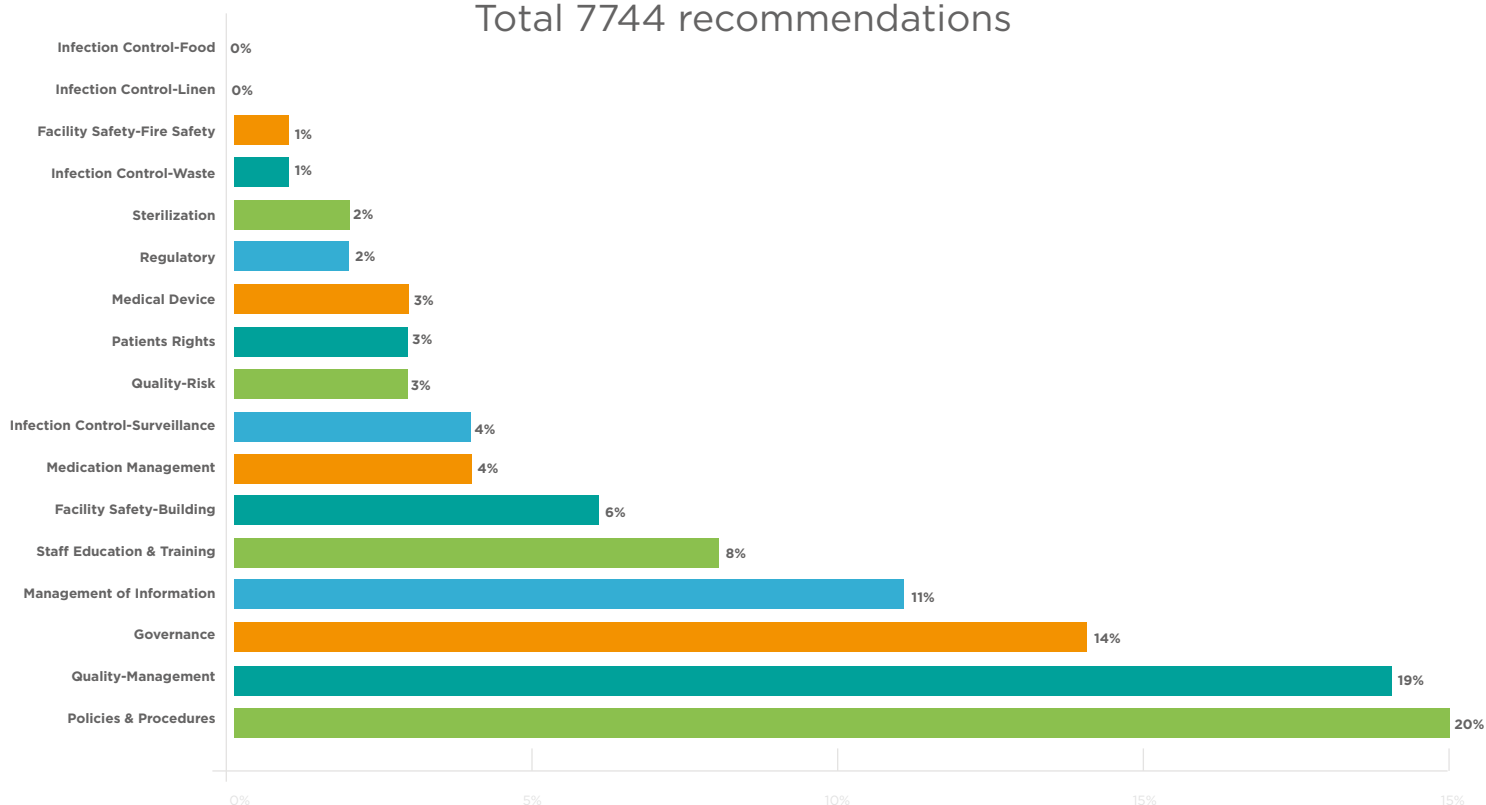
## Hospitals Recommendations Categorization

Total 668 recommendations



## Centers Recommendations Categorization

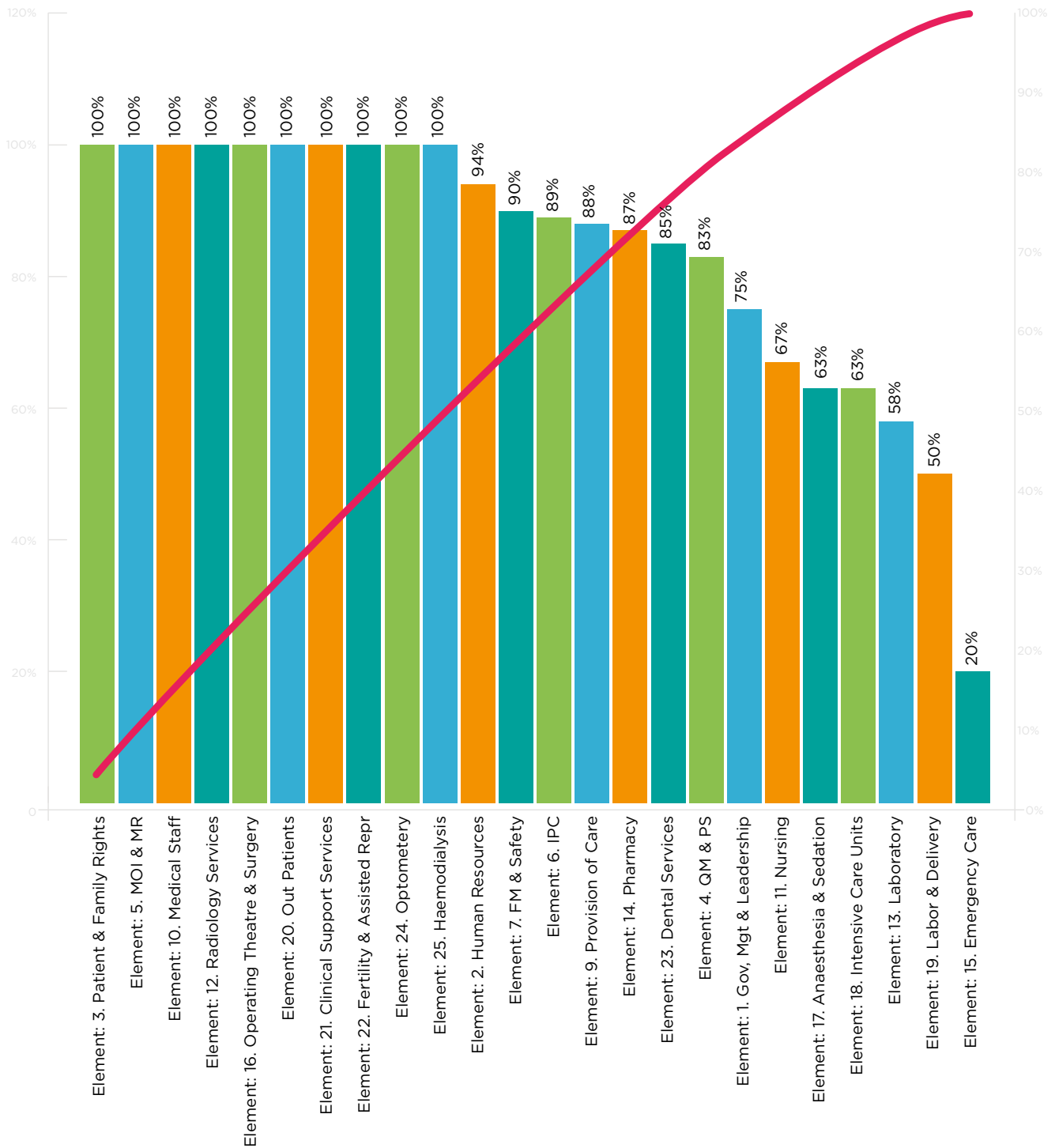
Total 7744 recommendations



# Quality Improvement Plans Analysis

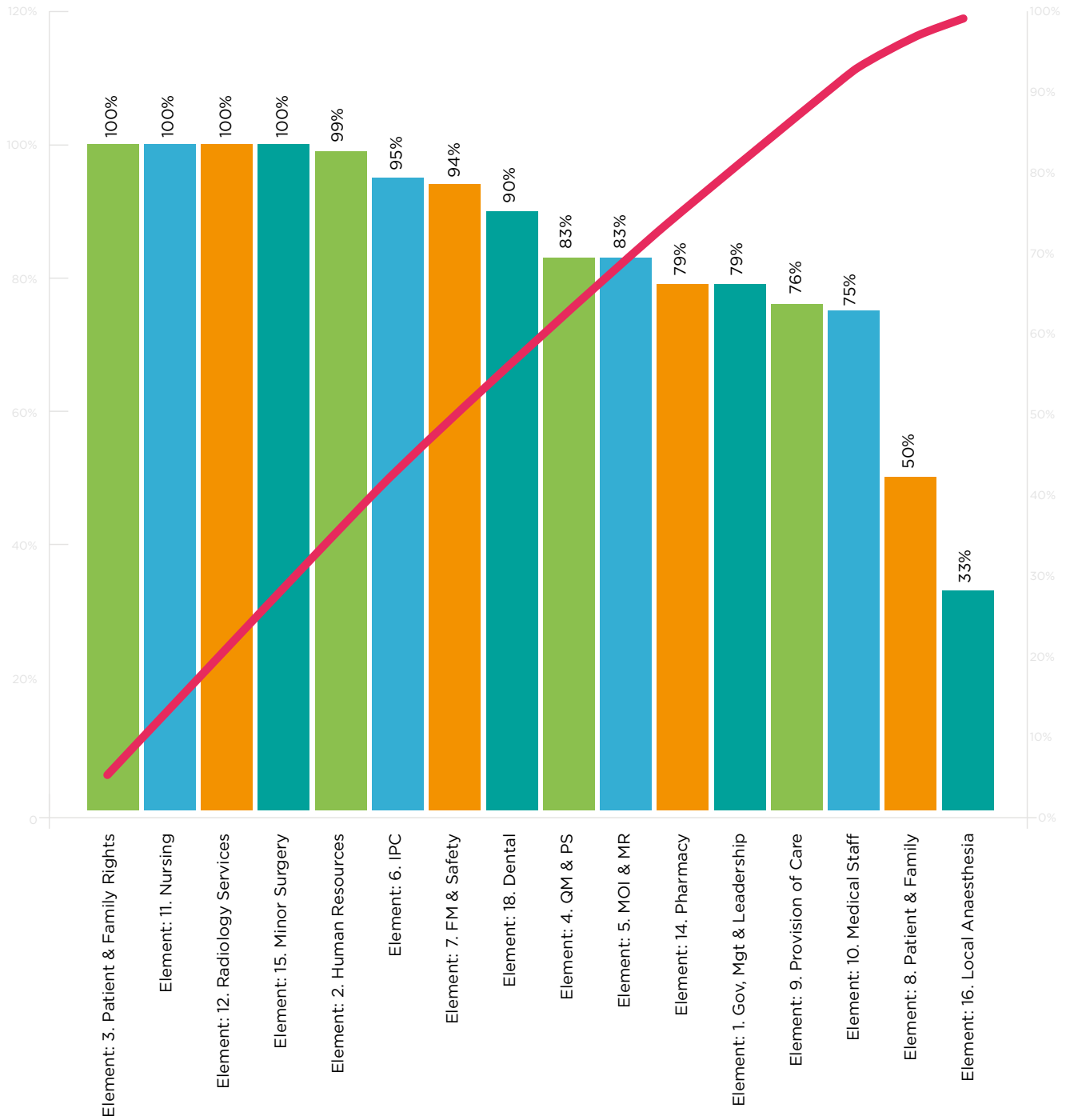
## Post Accreditation Hospital Quality Improvement Analysis

Percentage Completion of High Priority Recommendations Given to Hospitals



## Post Accreditation Centres Quality Improvement Plan

### Percentage Completion of High Priority Recommendations Given to Centers



# Medical Complaints & Investigation



**266**

**Total number of cases received by NHRA**

**179**

**Total number of complaints reported from the public**

**23**

**Total number of Incidents reported by healthcare facilities**

**64**

**Total number referred by Judicial authorities for lawsuits**

In line with our goals of preserving health rights and ensuring safe health services, the complaints department has investigated 248 cases in 2022. Of these, 188 were individual complaints, 3 were reported by health care facilities, and 57 were referred by judicial authorities for lawsuits.

A medical error / violation of the principles, obligations, requirements, or ethics were only found in 17.3% of the investigated cases, while no medical error/ violation of principles, obligations, or requirements were identified in 60% of them.

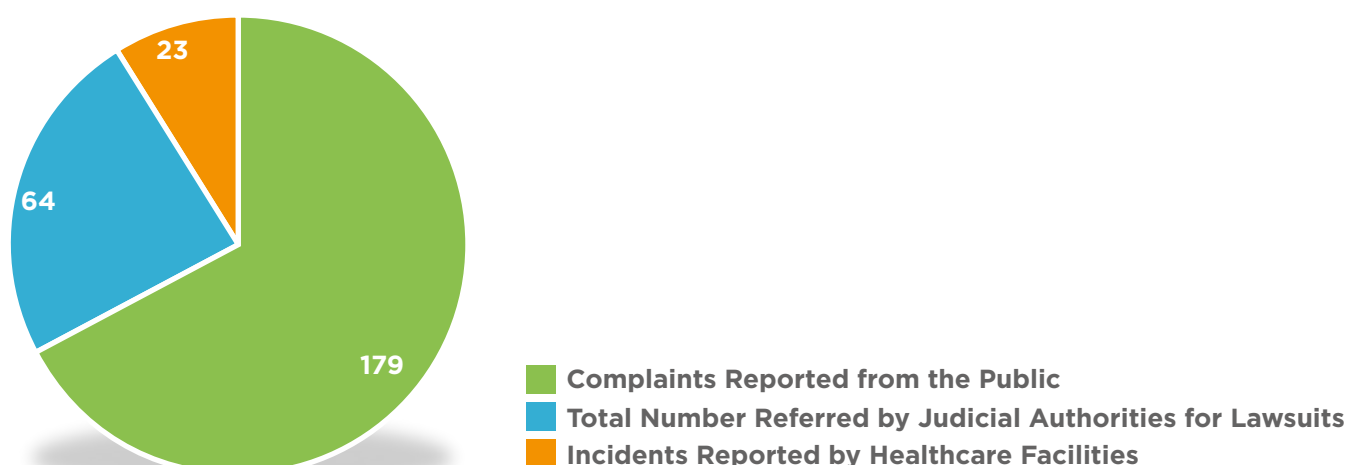
### Medical Complaints and Investigation Section Achievements

1. Participating in the 2nd NHRA Regulatory conference.
2. Participating in organizing Manama Health Conference and Expo.
3. Attending and participating in the legal and technical training workshops under the auspices of His Excellency the Attorney General in cooperation with the institute of Judicial and Legal studies in Medical Malpractice lawsuits.

### The section committees have conducted a total of 122 meetings as follow:

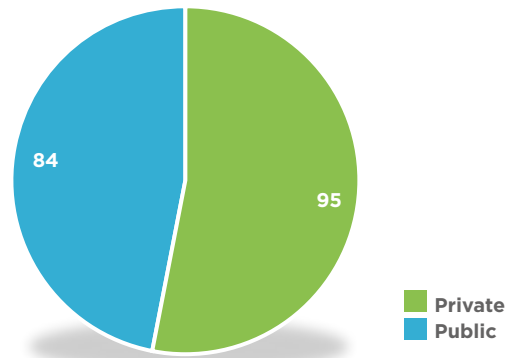
1. The Technical Committee for investigating professional and ethical errors for the practitioners of the medical profession 43
2. The Technical Committee for investigating professional and ethical errors for the practitioners of dentistry 23
3. The Disciplinary Committee for licenses to practice the profession of medicine and dentistry 19
4. The Disciplinary Committee for licenses to practice pharmacy profession 4
5. The Disciplinary Committee for licenses to practice the professions of nursing, midwifery and obstetrics 15
6. The disciplinary committee for licenses to practice one of the allied professions 2
7. Appeal committee to review requests submitted by medical doctors and dentists against disciplinary decisions issued against them 4
8. Accountability committee 12

### Total number of cases received by NHRA in 2022

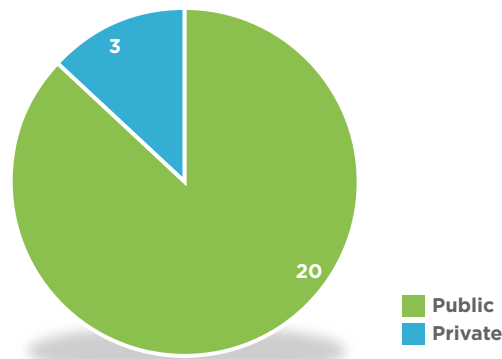


# Distribution of Complaints, Incidents and Lawsuits by Health Sector

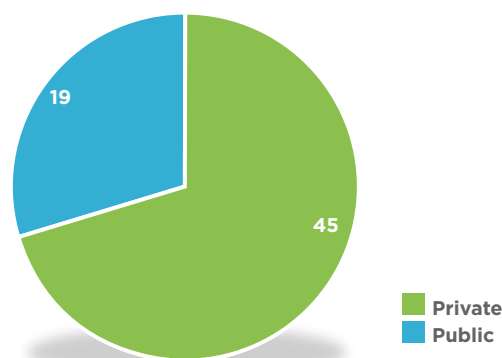
### Complaints



### Incidents

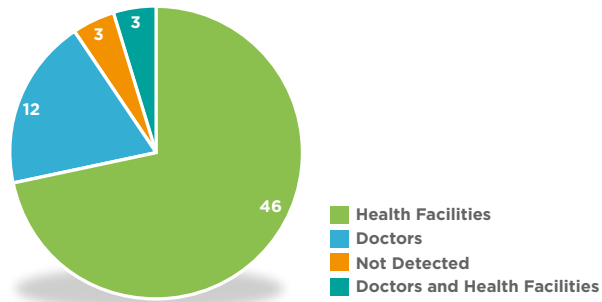


### Lawsuits

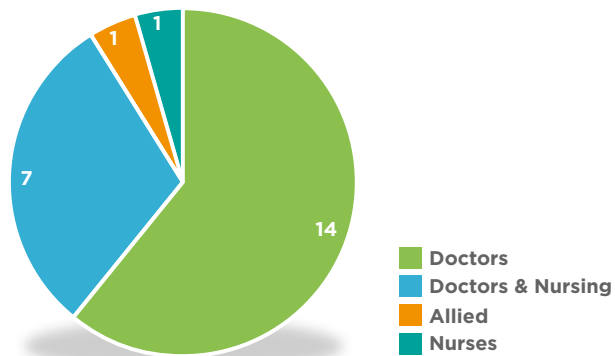


## Distribution of Complaints, Incidents & Lawsuits According to Health Profession

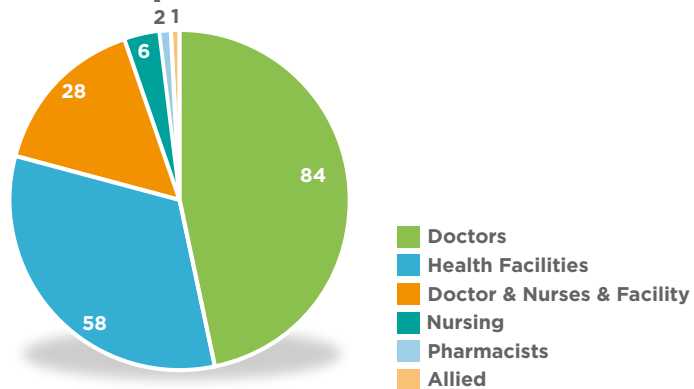
### Lawsuits



### Incidents

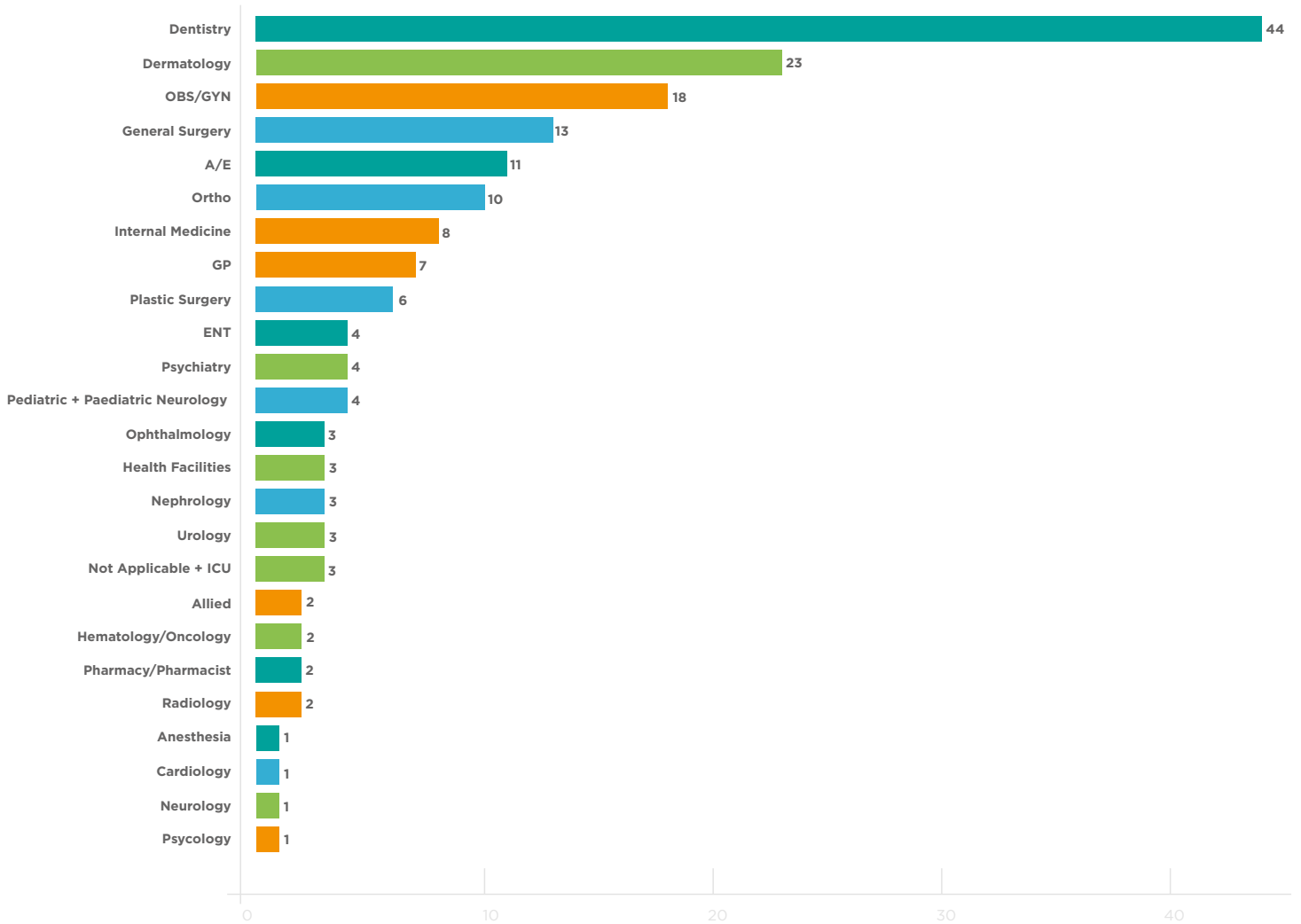


### Complaints

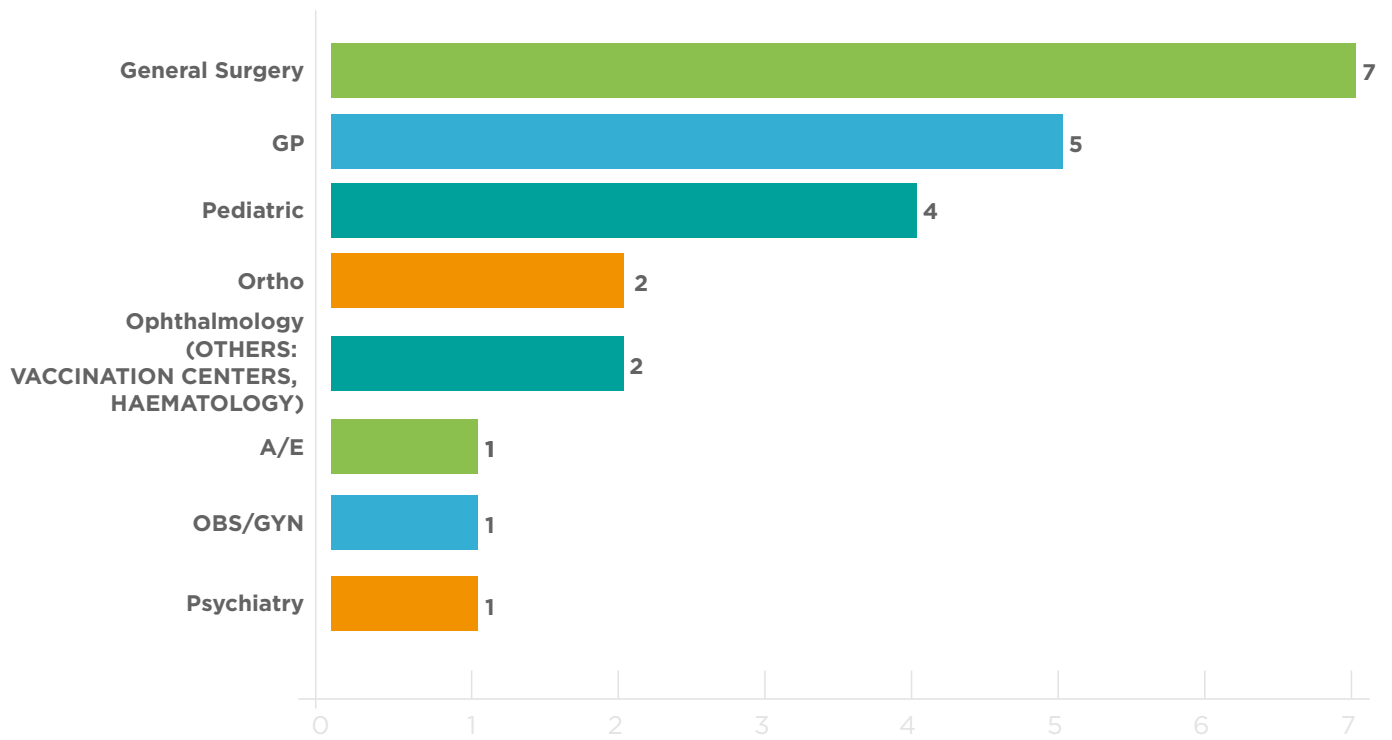




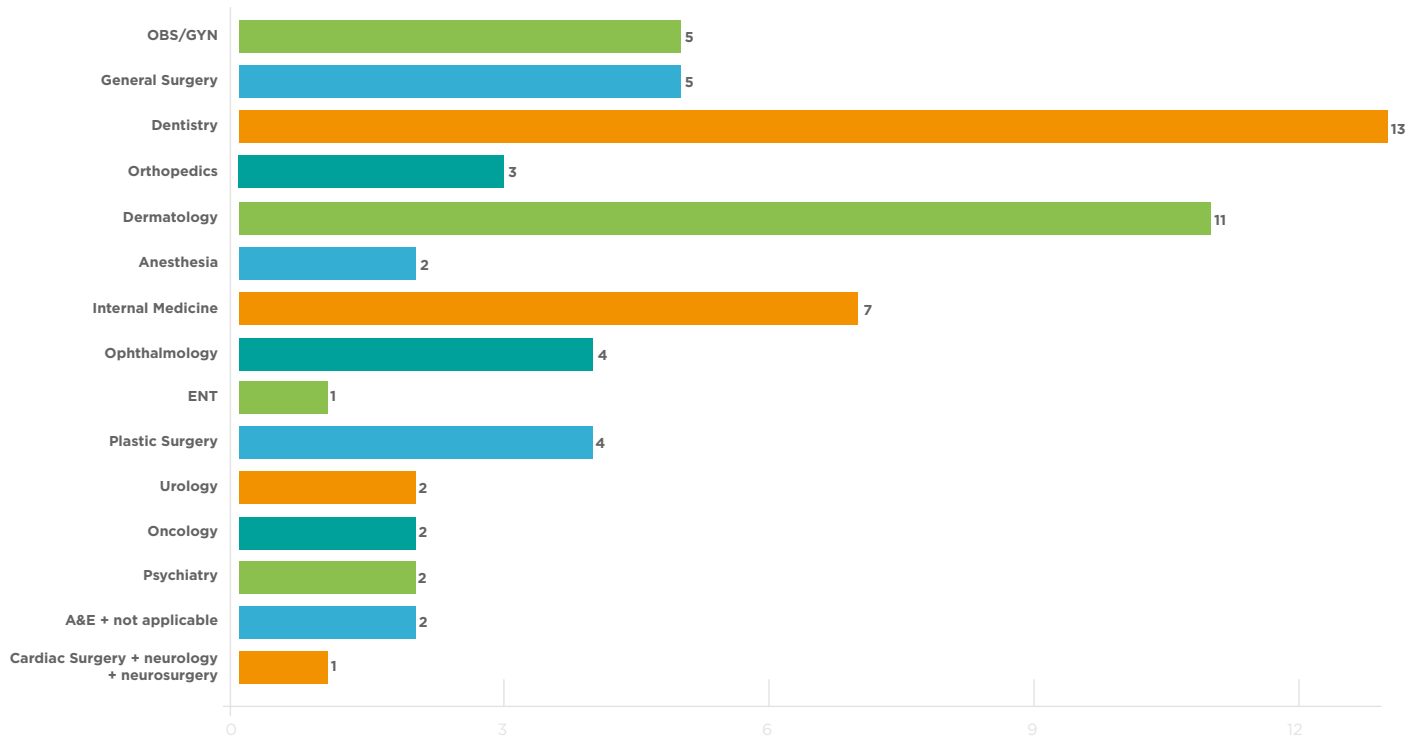
## Distribution of Complaints According to the Most Frequent Specialty



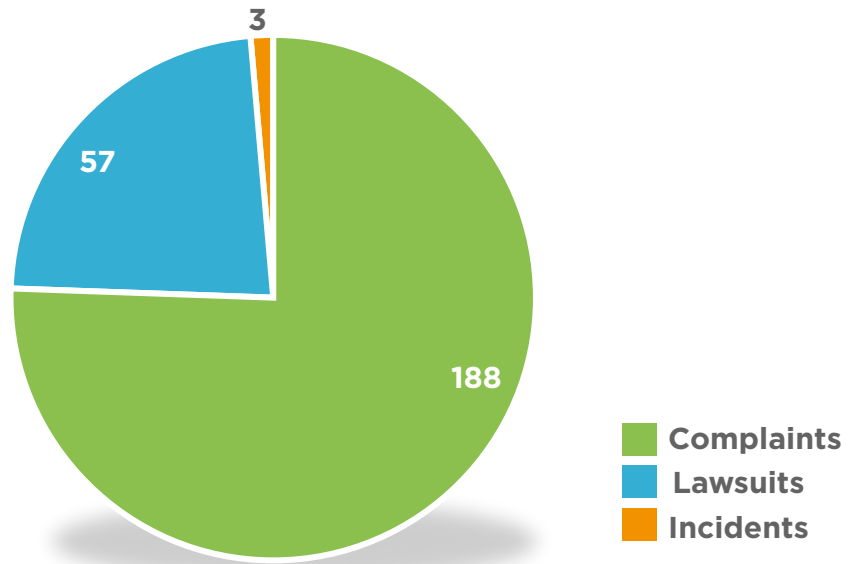
## Distribution of Incidents According to the Most Frequent Specialty



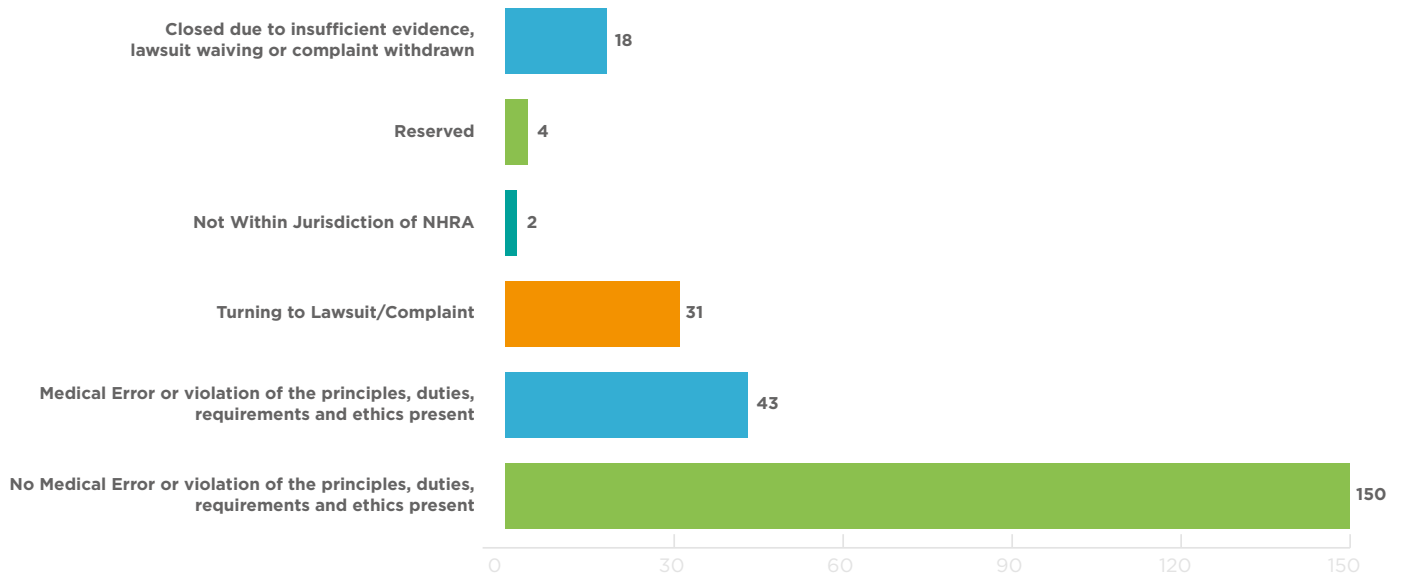
## Distribution of Lawsuits According to the Most Frequent Specialty



## Types of Cases Investigated / Closed



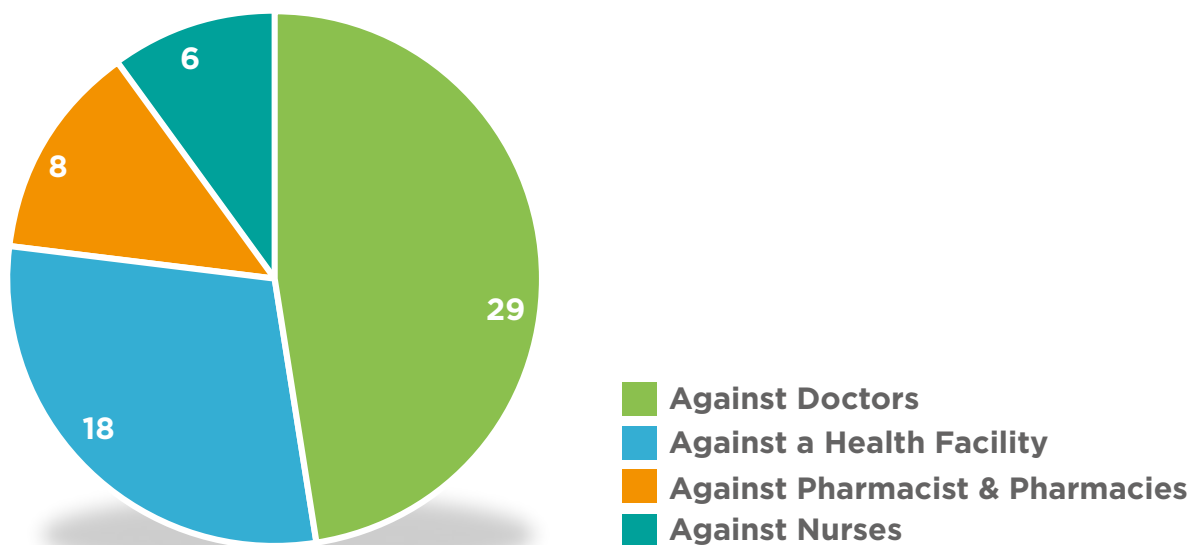
## Results of Investigations



In the year 2022, 61 disciplinary measures were issued by the Disciplinary Committees and the Accountability Committee, including 17 decisions to suspend the licenses of professionals, 3 licenses were cancelled, 19 warning notices, and the issuance of 16 financial penalty fines, whilst 1 was rejected from the accountability committee and 5 had no violations.

## Disciplinary Decisions Issued by Disciplinary Committees at NHRA

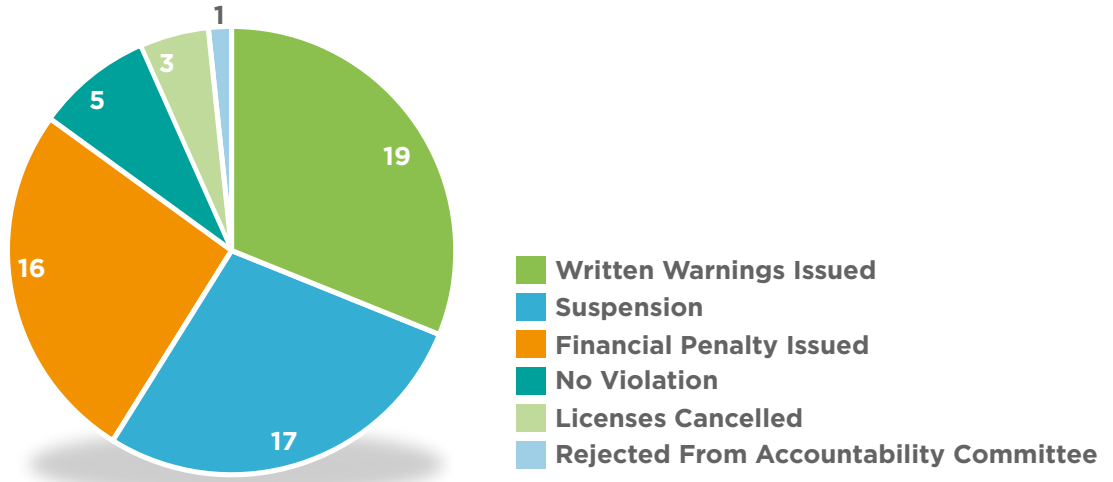
Total 61



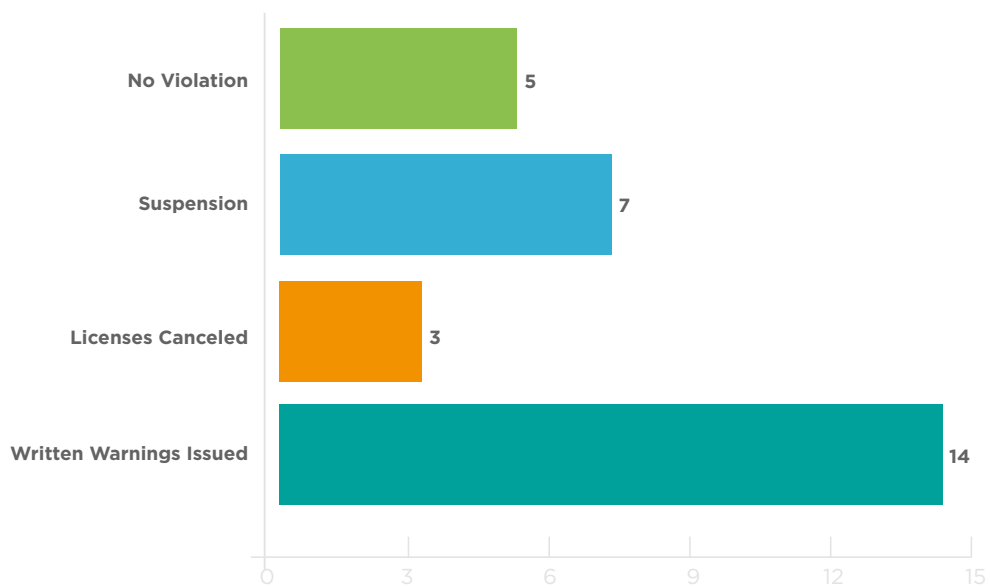
\* Disciplinary Decisions against Allied Professionals - 0

## Number of Disciplinary Actions Taken

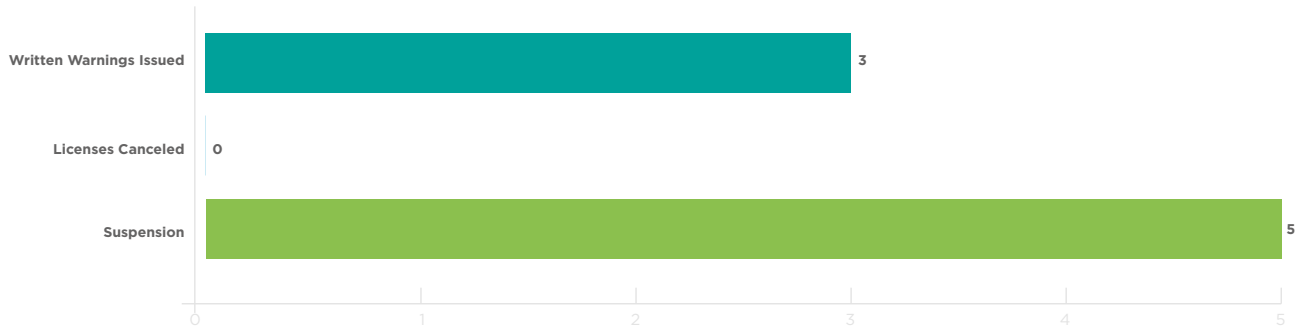
Total 61



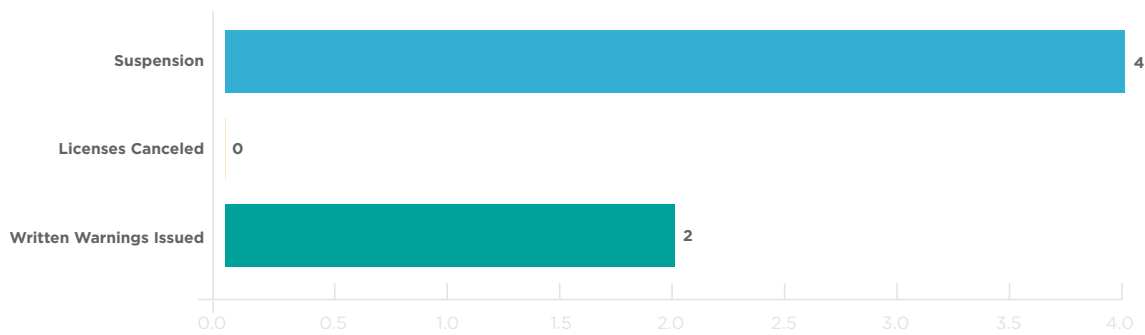
## Total Number of Disciplinary Actions Taken Against Doctors



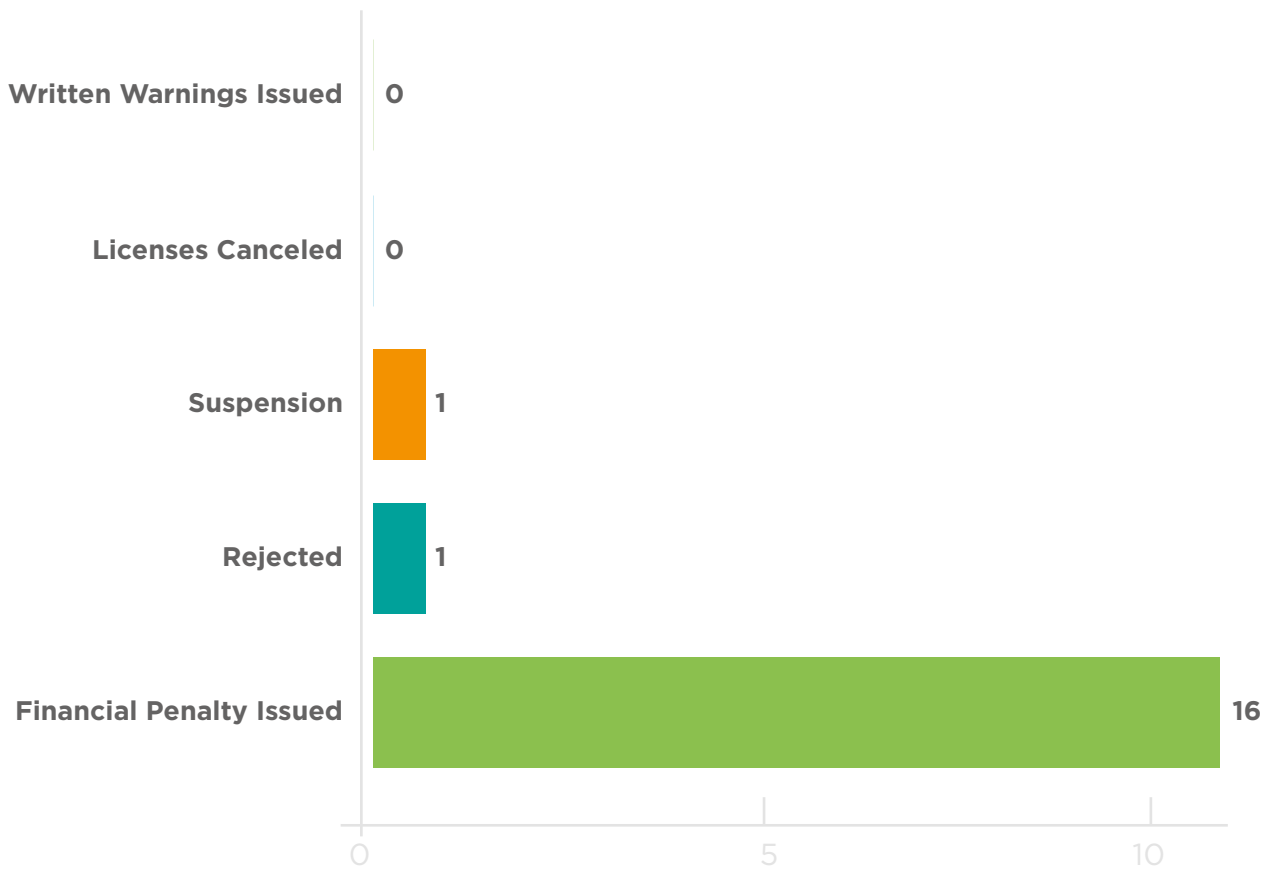
## Total Number of Disciplinary Actions Taken Against Pharmacists/Pharmacies



## Total Number of Disciplinary Actions Taken Against Nurses

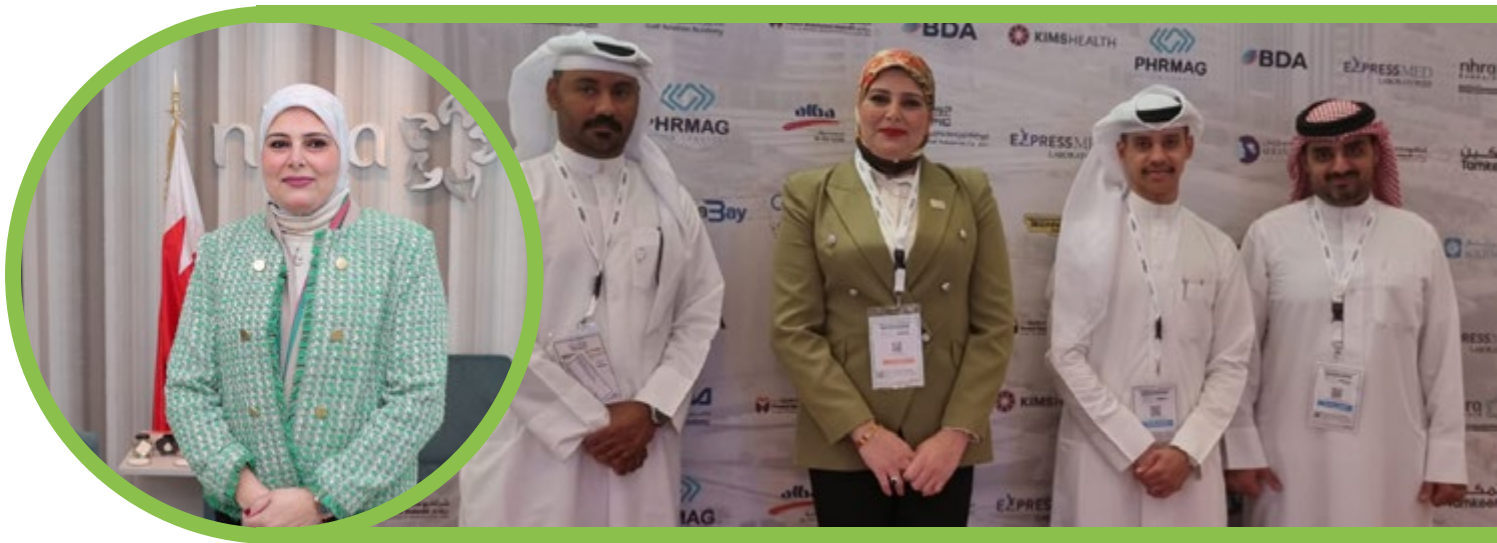


## Total Number of Disciplinary Actions Taken Against Health Facility





# Legal Affairs Unit



**The legal unit provides legal opinion to the CEO and the NHRA departments on issues that require a legal advisory, including Laws, Resolutions, Legal reviews of contracts, agreements and memoranda of cooperation, follow-up, and preparation of defense memorandums, and supporting NHRA inspectors. The unit representing the authority in professional workshops to participate in legal education for health professionals.**

**In 2022 the legal unit prepared more than 110 decisions to form committees, referral of investigations, and decisions to disciplinary punishments.**

## **The achievements of the legal affairs of the authority in 2022**

1. Legal review of all contracts, agreements and memoranda of cooperation concluded by NHRA with all parties.
2. Representing NHRA in professional workshops to participate in legal education for health professionals.
3. Preparing more than 110 decisions to form committees, referral of investigations, and decisions to disciplinary punishments.
4. Follow-up and preparation of defense memorandums for NHRA views in cases to the judicial authorities.
5. Cooperating with other government authorities such as the Engineering Professions Council and providing them with legal expertise, especially the laws of practicing professions and the procedures of the disciplinary committees in the authority.
6. Attending all meetings of the technical and disciplinary committees for health professionals at NHRA and ensuring all its legal procedures.
7. Referring of more than 35 violators of health professions laws and regulations to the Public Prosecution to take the necessary legal measures regarding initiating a criminal case against them.
8. Developing a judicial decision for NHRA inspectors.
9. Coordination and follow-up with the judicial control officers in NHRA to conduct inspections.
10. Effectively representing NHRA in the Shura and parliament and the committees emanating from each of them.
11. Working on developing health laws and decisions in coordination with the Legislative and Legal Opinion Commission, ministerial committees, and the Physicians Association.

## Legislation Activities

1. Draft Law on Practicing Medical Professions (under study).
2. Draft amendment to Decree-Law No. (21) of 2015 Concerning private health facilities (under study).
3. Proposal for a law on stem cell therapy (under study).
4. Resolution No. (48) of 2020 regarding quality control of medical devices and products (issued).
5. Decision to amend the regulations for licensure of medical professions practitioners (issued).
6. Resolution No. (32) of 2020 issuing a regulation for the registration system for medicines and pharmaceutical products, determining their prices and announcing them (issued).
7. The decision to investigate medical errors and report incidents and serious accidents in health facilities (issued).
8. Draft decision to issue a list of requirements and procedures for licensing and controlling government health facilities (issued).
9. Resolution No. (74) of 2021 amending some provisions of Resolution No. (40) of 2016 regarding the validity period of licenses for health professions and the conditions for their renewal (issued).
10. Resolution No. (38) of 2022 Amending Article (3) of Resolution No. (29) of 2020 regarding the regulation of the health professions licensure exams system at the National Health Regulatory Authority (issued).
11. Law No. (23) of 2022 amending some provisions of Decree-Law No. (18) of 1997. Regulating the profession of pharmaceutical products & pharmacy centers (issued).
12. Resolution No. (21) of 2022 To amend some provisions of the Drug Registration System, pricing and advertising issued by Resolution No. (32) of 2020



# Activities of the Investors Office



In response to raising interest in investing in the Kingdom of Bahrain's emerging healthcare market, the NHRA has established an investors office to provide support and guidance to investors interested in operating a healthcare business in the Kingdom.

The investors office serves as a liaison between NHRA departments and other relevant business support agencies such as the Economic Development Board, Tamkeen, and other government entities.

In the year 2022 the office had received 45 inquiries from markets in the GCC, Europe, and Asia for various healthcare investments. 40% were about opening medical facilities, 16% were about the pharmaceutical and medical device industries and 11% of all enquiries were regarding opening hospitals. The investors office is a full-service initiative that assisted investors with everything from conceptualizing their ideas to obtaining the necessary financial permits and processes to start a healthcare business in the Kingdom.

**45**

Enquiries from markets in the GCC, Europe, and Asia for various healthcare investments

**40%**

Enquiries were on establishing medical facilities

**16%**

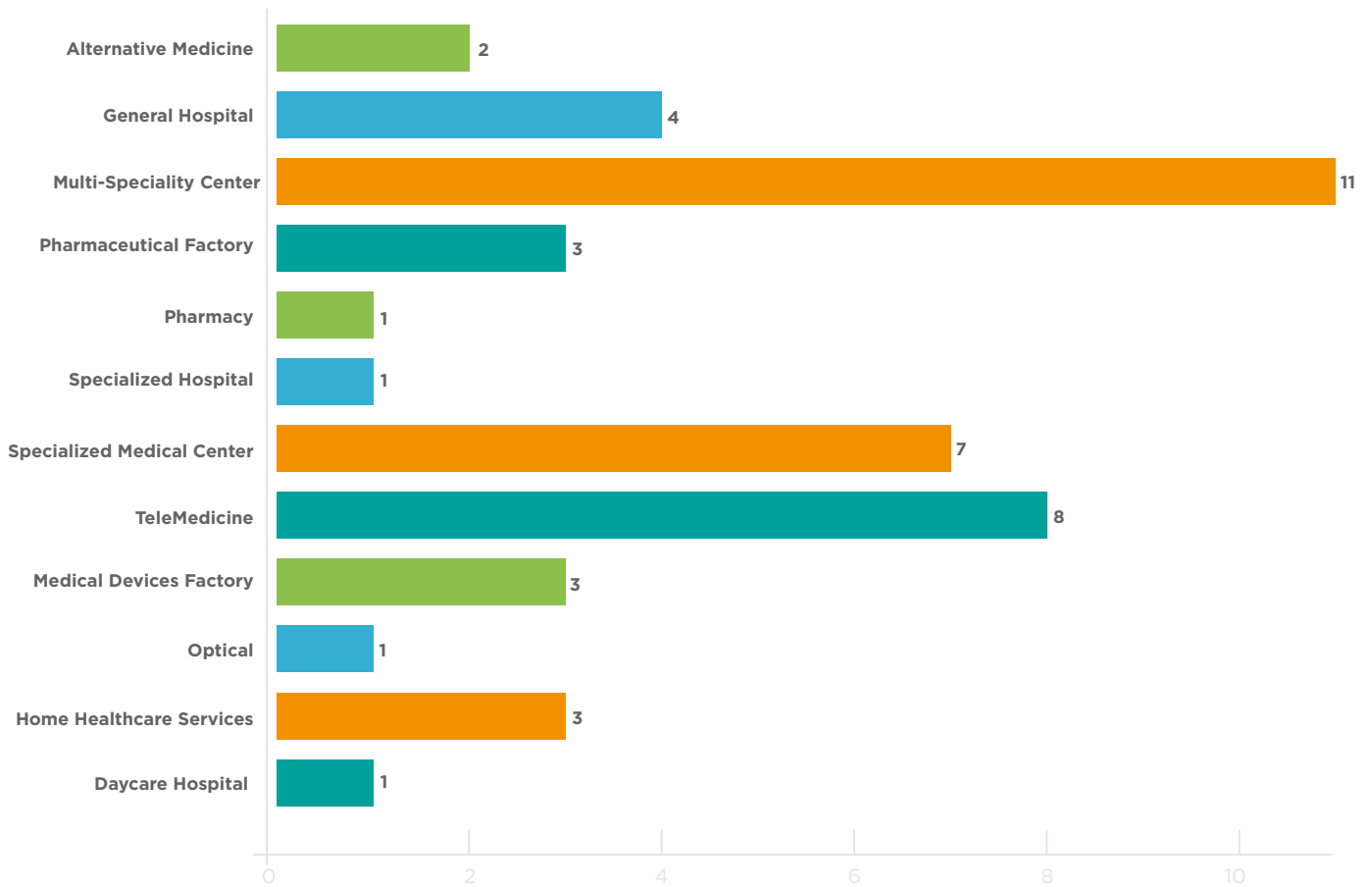
Enquiries were on developments in the pharmaceutical and medical device industries

**11%**

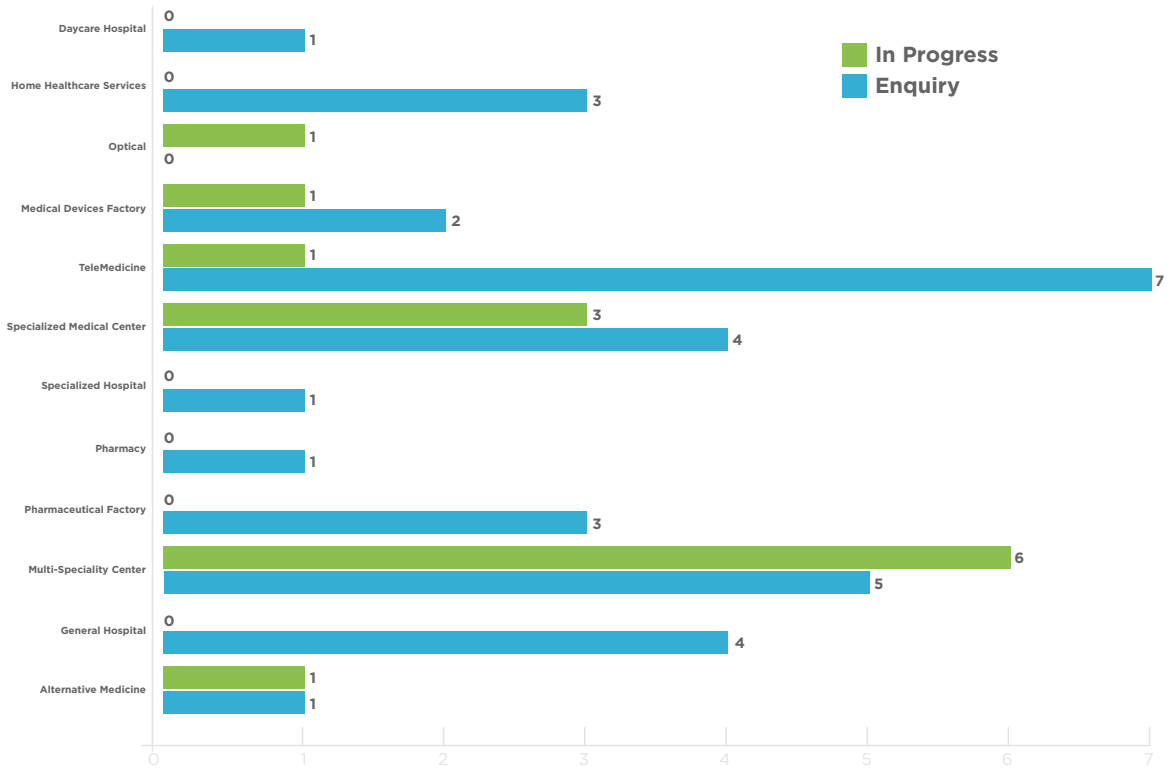
Enquiries were specifically on establishing hospitals



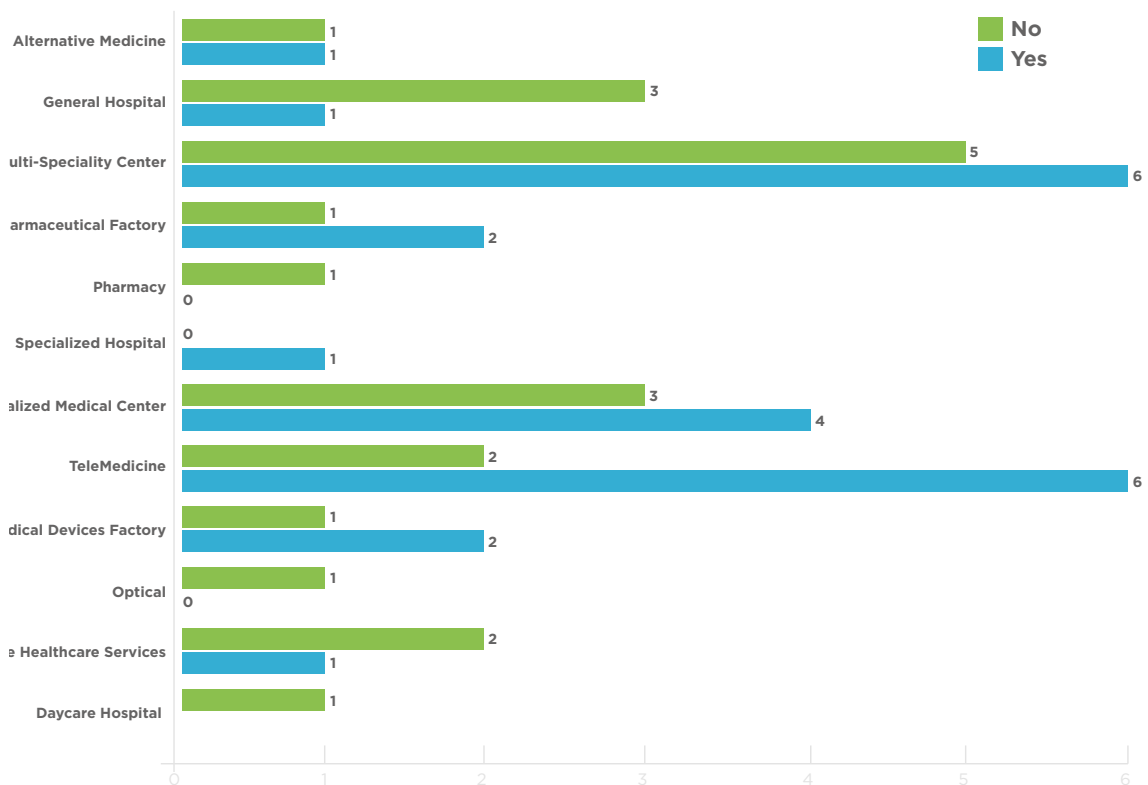
## Total Number of Requests Received by Category



## Outcomes of Requests

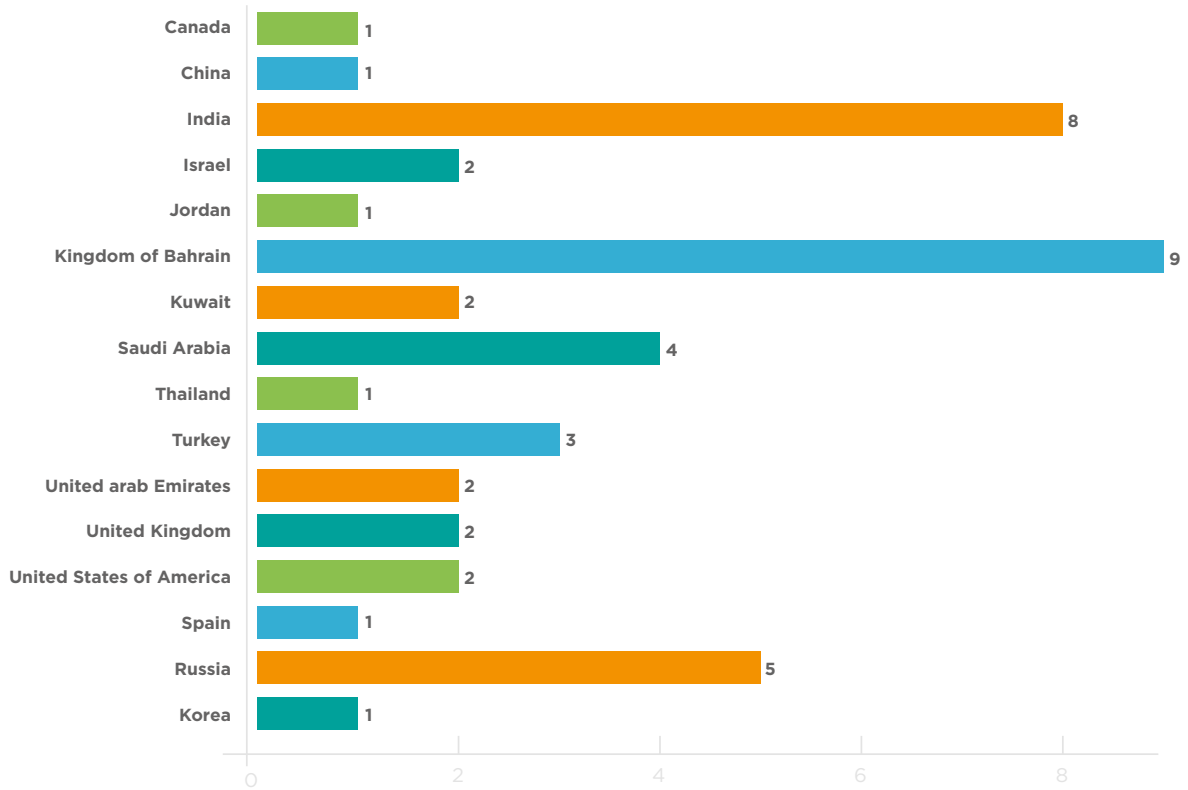


## Facility Category with Bahrani Partnerships



## Country of Origin Enquiries

Total 45



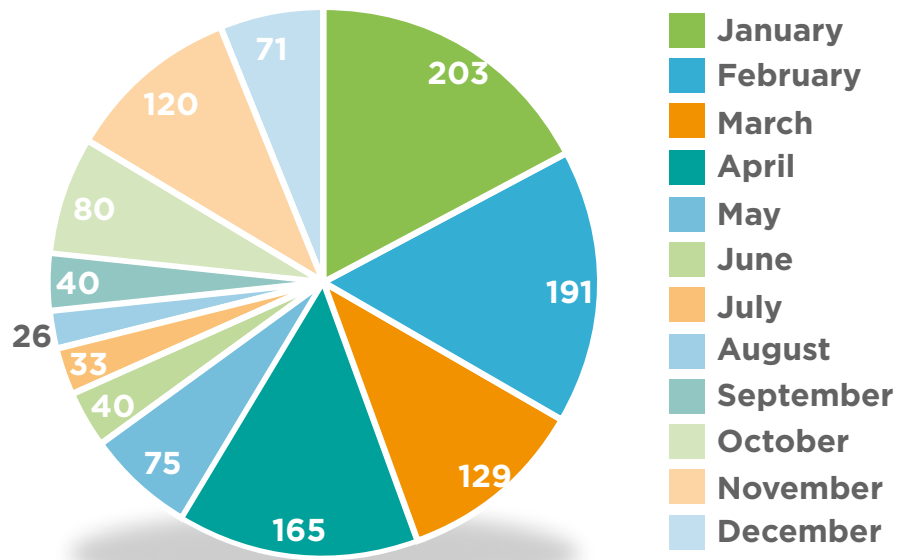
# Customer Engagement Activities

As part of our mission and vision to provide the best services to our customers, we had previously implemented a dedicated line of communication with NHRA through our info@nhra.bh email address.

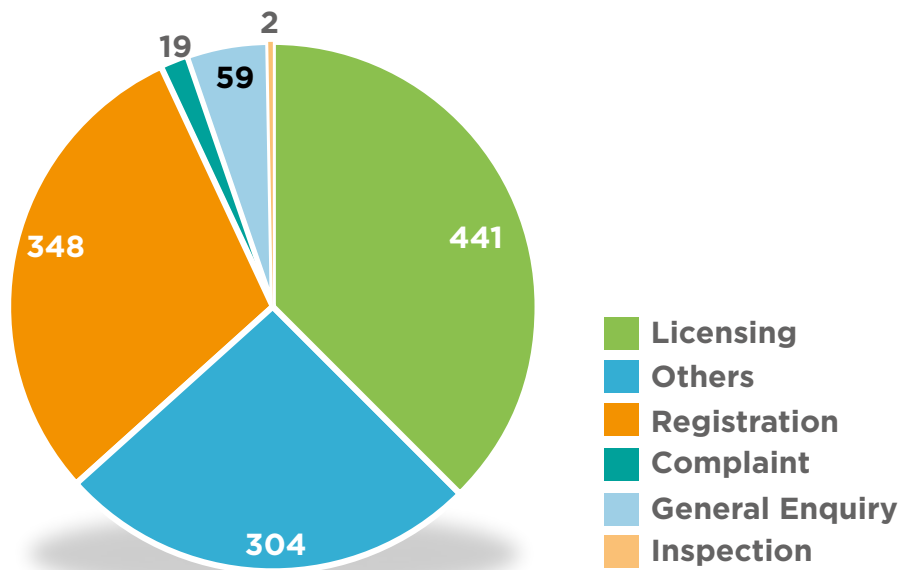
This has allowed customers to communicate and receive a response directly from NHRA staff within 5 working days for a general query and 48 hours for a specialized query. The NHRA received a total of 1173 emails in the year 2022, 1170 of them are closed, 3 are pending for more information from customers that is required to resolve the query.

## Total Information Request by Month

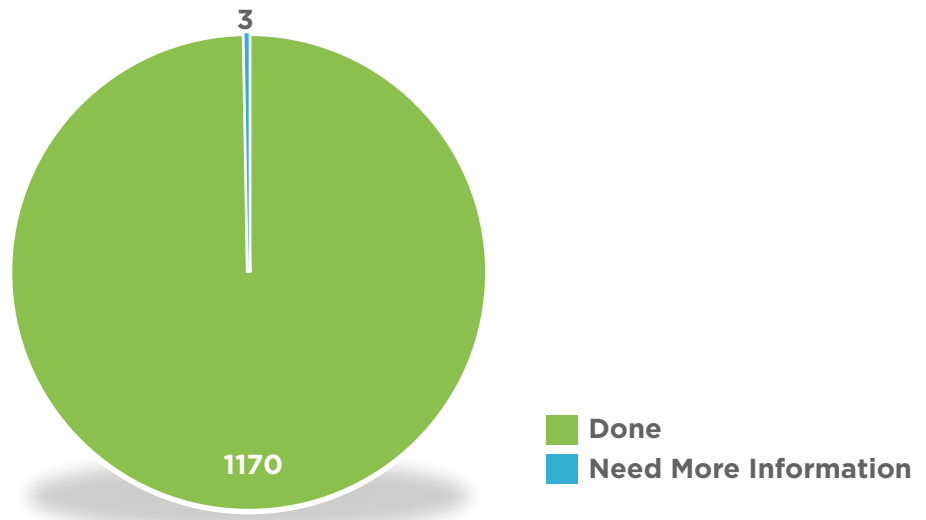
Total 1173



## Types of Inquiries Recieved

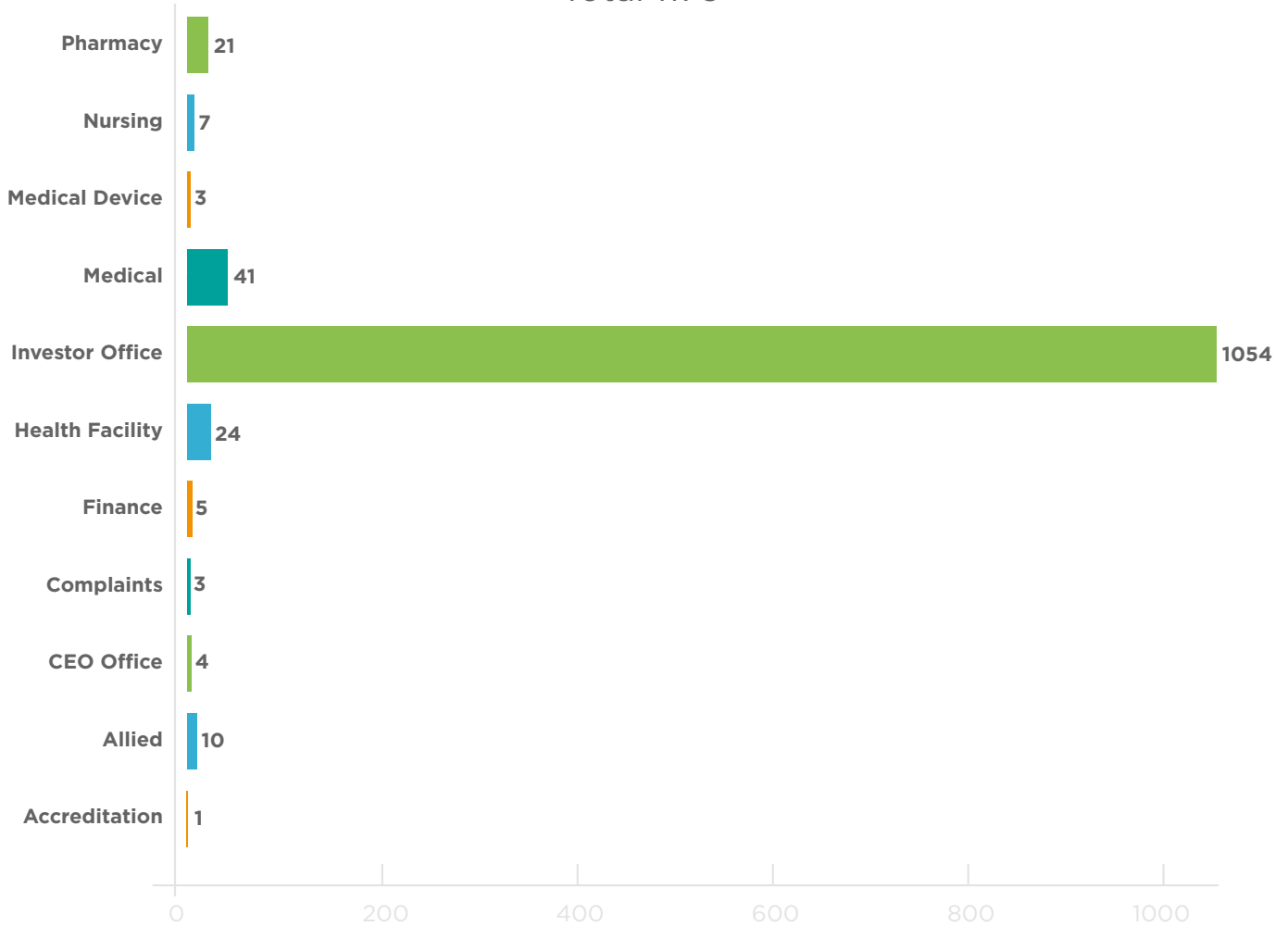


## Outcome of Inquiries Recieved



## Total Information Request by Section

Total 1173





# Human & Financial Resources



**12**

**Total number of new employees hired in various departments**

**26**

**Total number of employees that were promoted**

**24**

**Total number of employees that were given incentives and special rewards**

**5**

**Total number of awareness lectures conducted for all NHRA staff throughout the year**

The NHRA's human and financial resources department has been actively engaged to updating and developing the authority's new organizational structure, as well as redistribute 130+ employees to the suitable positions. The department worked extensively to implement the 2022 recruitment goals, which saw 12 new employees hired in various departments, 26 employees were promoted and 24 were given incentives and special rewards, 5 awareness lectures conducted for all NHRA staff throughout the year.

### Achievements of the HR department:

1. Opening the health clinic project at NHRA In in line with NHRA's vision regarding the health of its employees & it's visitors.



2. Ice cream Day established as 15th Sept, 2022



3. Introduction of the Happiness Team to spread happiness and positivity in the working environment.

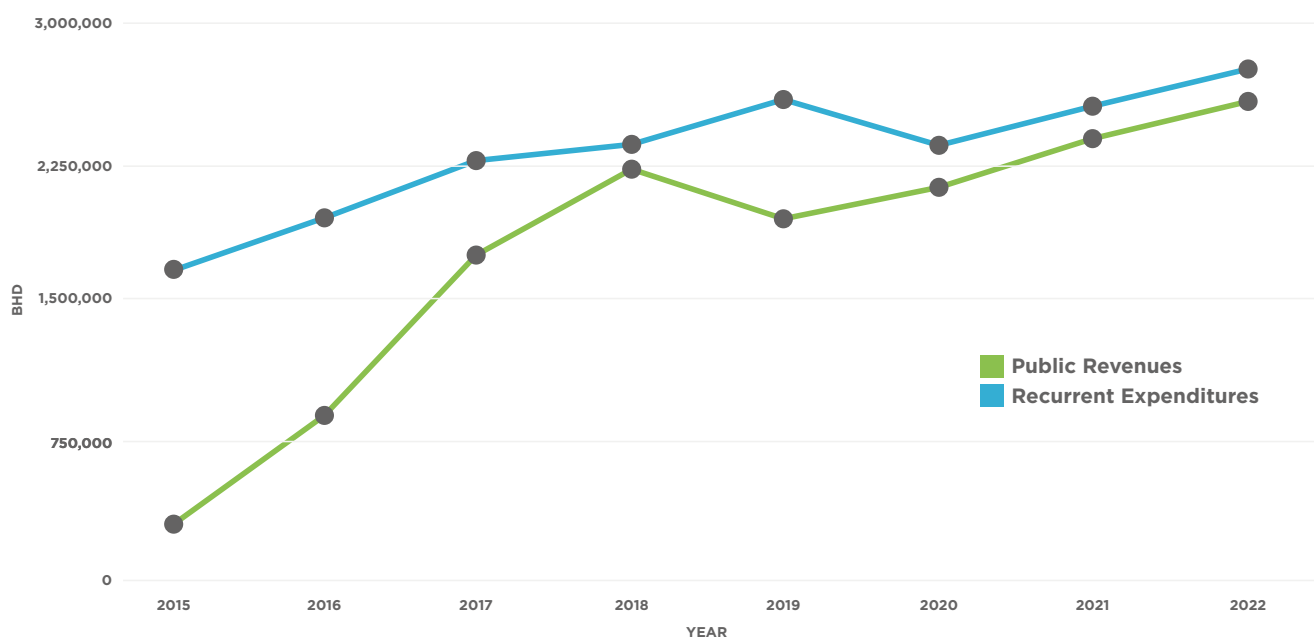


# Finance



## The National Health Regulatory Authority Revenues and Expenditures Account For the period from 1 January 2022 to 31 December 2022

| Revenues & Expenditures Account |           |           |
|---------------------------------|-----------|-----------|
| Description                     | Budget    | Actual    |
| <b>Revenues</b>                 |           |           |
| Taxation & Fees                 | 2,201,000 | 2,411,103 |
| Fine, Penalties & Misc.         | 100,000   | 165,294   |
| Total                           | 2,301,000 | 2,576,397 |
| <b>Recurrent Expenditures</b>   |           |           |
| Manpower                        | 2,255,000 | 2,117,278 |
| Services                        | 659,111   | 631,373   |
| Consumables                     | 5,957     | 3,709     |
| Assets                          | 10,756    | 3,422     |
| Maintenance                     | 10,176    | 6,321     |
| Total Recurrent Expenditures    | 2,941,000 | 2,762,103 |
| Project Expenditures            | -         | -         |
| Total Expenditures              | 2,941,000 | 2,762,103 |
| Surplus (Deficit)               | (640,000) | (185,706) |



# IT Services at NHRA

## The IT department achieved the following in 2022:

1. Preparing and supporting 12 new employees.
2. Enhancing network performance and implementing high-level network security.
3. Maintained the systems for NHRA Backup and Support.
4. Providing IT infrastructure maintenance and support.
5. Working as first line of support for the NHRA Digitization Initiative:  
Mehan, Munshaat, HCP mobile App and HCF mobile App.
6. Supporting information technology projects:
  - i. Launching PPR Appointment System,
  - ii. Preparing the steps to implement the NHRA cloud environment,
  - iii. NHRA Network Enhancement,
  - iv. Launching New Numbering System and Ticketing System Support.



## Information Technology Support

|   |                        |
|---|------------------------|
| IT Setup for New Employees                | 12                     |
| Total Requests Assisted                   | 1,800 Requests Approx. |
| Mehan & Munshaat System Support           | 2,600 Requests Approx. |
| IT Infrastructure Maintenance and support | 520 Tasks              |
| NHRA Backup and Support                   | 52 Tasks               |
| NHRA Security and Enhancement             | 52 Tasks               |

| IT Setup for New Employees                  | Status         |
|---|----------------|
| Launching PPR Appointment System            | Completed      |
| Launching Ajheza System for Medical Devices | Completed      |
| Preparation of full NHRA cloud environment  | Completed      |
| NHRA Network Enhancement                    | Completed      |
| Launching New Numbering System              | Completed      |
| Ticketing System Support                    | 80% Completion |



# Committees Convened at NHRA

1. A committee to follow up on the implementation of the authority's electronic system project.
2. Advisory Committee for Dentistry.
3. Accountability Committee for private facilities.
4. Investigation Committee
5. Disciplinary Committee for Professionals of Medicine and Dentistry
6. Technical Committee for Reporting Professional and Ethical Errors for Practitioners of Medicine
7. Technical Committee for Reporting Professional and Ethical Errors for Practitioners of Dentistry
8. Disciplinary Committee for Licensed Professionals in Pharmacy
9. Disciplinary Committee for Licensed Professionals in Nursing and Midwifery
10. Disciplinary Committee for Allied Health Professionals
11. Medical Devices Standards and Specification at NHRA Committee
12. Equal Opportunity Committee
13. Clinical Research Ethics Committee for Healthcare Facilities
14. Clinical Research Committee
15. Professionals Development and Continuous Education Program Committee
16. Advisory Committee for professional licensing
17. Occupational Health and Safety Committee
18. A Committee to Review and Adjust the Results of Evaluating the of staff performance ratio
19. The Internal Procurement and Tenders Committee
20. Appeal Committee for healthcare professionals
21. National Accreditation Committee



# Equal Opportunities Committee at NHRA

## Achievements for the year 2022:

| Gender Statistics at NHRA             | Male | Female | Total |
|---------------------------------------|------|--------|-------|
| Employee                              | 47   | 84     | 131   |
| Recruitment                           | 7    | 5      | 12    |
| Leadership Positions                  | 1    | 6      | 7     |
| Flexible Work                         | 47   | 84     | 131   |
| Promotions                            | 6    | 20     | 26    |
| Incentives                            | 9    | 15     | 24    |
| Representation in Internal Committees | 20   | 45     | 65    |
| Representation in External Committees | 1    | 10     | 11    |



# Crown Prince Medal for Medical Merit

It was an honor for many staff at NHRA to be awarded the “Prince Salman bin Hamad Medal for Medical Merit”. This medal was a token of appreciation from His Majesty King Hamad bin Isa Al Khalifa to honor the frontline heroes in recognition of their services during the pandemic.

This day was a moment of pride and joy for the staff at NHRA and further motivates us to serve the Kingdom.



## Crown Prince Medal for Medical Merit









| Name                       | الاسماء                     | رقم |
|----------------------------|-----------------------------|-----|
| Dr. Mariam Athbi Aljalahma | الدكتورة مريم عذبي الجلاهمة | 1   |
| Dr. Ahmed Wagih Nazeer     | الدكتور أحمد وجيه نظير      | 2   |
| Dr. Azhar Ali Naseeb       | الدكتورة ازهار علي نصيب     | 3   |
| Amina Ahmed Alhelaw        | أمينة احمد الحلو            | 4   |
| Asma Khalil Alqallaf       | أسماء خليل القلاف           | 5   |
| Dr. Amena Ebrahim Malik    | الدكتورة أمته مالك          | 6   |
| Eman Ebrahim Abdulla       | إيمان إبراهيم عبدالله       | 7   |
| Arwa Yasser Abouzaid       | أروى ياسر بوزيد             | 8   |
| Amina Mohamed Al Ghanem    | أمينة محمد الغانم           | 9   |
| Ahmed Mohamed Abdul Bary   | أحمد محمد عبد الباري        | 10  |
| Bahiya Radhwan Alalaiwat   | بهية رضوان العليوات         | 11  |
| Buthaina Jameel Abdulwahab | بثينة جميل عبد الوهاب       | 12  |
| Husain Ali Radhi           | حسين علي محمد               | 13  |
| Dr. Hesa Sabah Aldoseri    | الدكتورة حصة صباح الدوسري   | 14  |
| Khaled Ahmed Bukhamas      | خالد احمد بوخماس            | 15  |
| Khadija Abbas Salman       | خديجة عباس سلمان            | 16  |
| Dana Rashed Aljoben        | دانة راشد الجبن             | 17  |
| Dana Waleed Al Sabbagh     | دانة وليد الصباغ            | 18  |
| Roaya Mohamed Alabbasi     | رؤيا محمد العباسي           | 19  |
| Zahra Adel Ali             | زهراء عادل علي              | 20  |
| Zainab Ahmed Yusuf         | زينب احمد يوسف              | 21  |
| Sumaya Mansoor Husain      | سمية منصور حسين             | 22  |
| Suad Hardan Ali            | سعاد حردان علي              | 23  |
| Sabah Ahmed Memon          | صباح احمد ميمون             | 24  |
| Talal Abdulla AlHamri      | طلال عبدالله الحمري         | 25  |

|                                      |                               |    |
|--------------------------------------|-------------------------------|----|
| <b>Ammar Sami Abdulla</b>            | عمار سامي حمد                 | 26 |
| <b>Omar Ismaeel Mohamed</b>          | عمر إسماعيل محمد              | 27 |
| <b>Abdullatif Khaled Al Naser</b>    | عبد اللطيف خالد الناصر        | 28 |
| <b>Abdulla Mohamed Al Doseri</b>     | عبدالله محمد الدوسري          | 29 |
| <b>Abdulla Abdulrahman Saeed</b>     | عبدالله عبدالرحمن سعيد        | 30 |
| <b>Fakri Hameed Al Basara</b>        | فكري حميد البصارة             | 31 |
| <b>Fatema Khudhur Abed</b>           | فاطمة خضر عبيد                | 32 |
| <b>Mahmoud Ezzat Hammad</b>          | محمود عزت حماد                | 33 |
| <b>Mohamed Ali Abdulla</b>           | محمد علي عبدالله              | 34 |
| <b>Dr. Mohamed Ali Mahmood</b>       | الدكتور محمد علي عبد القادر   | 35 |
| <b>Mohamed Abdulla Altakeri</b>      | محمد عبدالله التكري           | 36 |
| <b>Mohamed Hasan Al Naser</b>        | محمد حسن الناصر               | 37 |
| <b>Mathivannan Kannappan</b>         | Mathivannan Kannappan         | 38 |
| <b>Narjes Hasan Ashkanani</b>        | نرجس حسن اشكناني              | 39 |
| <b>Nabeela Ahmed Memon</b>           | نبيلة أحمد ميمون              | 40 |
| <b>Nada Ghassan Alsayegh</b>         | ندی غسان الصايغ               | 41 |
| <b>Namat Mubarak Alsubsie</b>        | نعمت مبارك السبيعي            | 42 |
| <b>Noora Osama Bahar</b>             | نورة اسامة بحر                | 43 |
| <b>Heba Mohamed Sroor</b>            | هبة محمد سرور                 | 44 |
| <b>Hashem Faraj Al Balawneh</b>      | هاشم فرج البلونة              | 45 |
| <b>Yusuf Mohamed Alsayed</b>         | يوسف محمد السيد               | 46 |
| <b>Dr. Rana Nedhamuddin Kameshki</b> | الدكتورة رنا نظام الدين كمشكي | 47 |
| <b>Dr. Ehsan Jaber Ashoori</b>       | الدكتور إحسان جابر عاشوري     | 48 |
| <b>Dr. Tahani Mabrook alrashdi</b>   | الدكتورة تهاني مبروك الراشدية | 49 |
| <b>Dr. Eman Mahmood Hasanain</b>     | الدكتورة ايمان محمود حسنين    | 50 |
| <b>Kawther Fuad Ramadhan</b>         | كوثر فؤاد رمضان               | 51 |

# Tribute to past NHRA staff

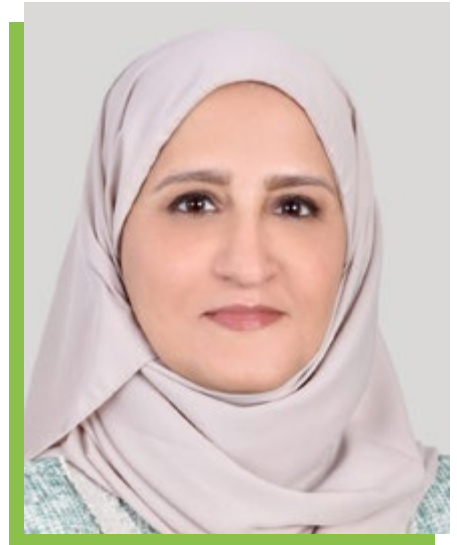
## **Dr Leena Alqasem**

Dr Leena is a Medical Doctor with a PhD in Medical Ethics, she restructured the whole process of licensing to be more efficient and accurate. She was instrumental in developing the terms of reference document for the new NHRA online licensing system .

She has updated and improved many policies and guidelines at NHRA like Code of Professional Conduct, National Informed Consent, Good Documentation Practice Policy, Escalation of Clinical Care, Standards of Medical Consultation, Medical Supervision, Clinical Privileging, Retention and Destruction of Medical Records, Licensure Examination and License Renewal, new license application guide for Bahrainis and non-Bahrainis ,and Part-time practice guidelines.

Dr Leena has submitted 23 scopes of services for various medical and allied health specialties to the CEO for review, and has participated in writing a guide to healthcare professionals referred to investigations of disciplinary committee.

She was a surveyor team lead in the National Accreditation and the Head of Medical Disciplinary Committee.



## **Dr.Sharifa Bucheeri**

Dr.Sharifa Bucheeri is a family physician consultant who has a Masters degree in Health Care Management. She was the former chief of Medical Complaints Department at NHRA .

Dr Sharifa had made tremendous improvement to the department, she had updated the medical complaint unit internal bylaw, policy & procedures and the registries of the complaints, incidents, lawsuits and the disciplinary decisions issued to facilitate access to statistics and data.

She has also contributed to the review and implementation of the accreditation standards for health facilities and participated in setting the NHRA strategic plan for the years 2016-2020.

Dr Sharifa was an active member in many NHRA committees such as the Continuing Professional Development Committee and the technical and disciplinary committees related to the medical complaints unit.

She has many contributions to the development of the mechanisms for investigating the medical complaints, incidents and lawsuits, developing the new organizational structure for the Medical Complaints Unit, that was approved by the Civil Service Bureau. She was part of the supervision of the Tawasul system, through which NHRA won the award for the best performance of governmental agencies for the year 2020.



### **Namat Mubarak Alsubaie**

Consultant Namat Alsubaie, Allied Medical Professions Advisor was instrumental in establishing Resolution No. (33) For the year 2016 regarding Issuing the Regulations on organizing the practice of Alternative and Complementary Medicine and the Technical and Professional Requirements for Licensing its Private Institutes.

During her tenure at NHRA, she managed the quarantine facilities during the pandemic since February 2020 and was awarded the prince Salman Medical Merit award by his majesty the King of Bahrain.

She also lead the regulation of traditional Hijama in the Kingdom, where 86 traditional practitioners were granted permission to practice after passing a comprehensive training program to ensure safety and efficacy of their practice. She chaired many committees in NHRA including:

- Advisory committee for Alternative & Complementary Medicine, Equal Opportunity Committee, Nursing Midwifery License Registration Committee, Nursing Consultation Committee and the appeals committee of NHRA.
- She was also a member in the Quality Committee, the Allied Medical Professions Examination Committee and Private Hospitals Committee.



### **Dr. Maha Al Kuwari**

Dr. Maha is a consultant family physician who holds a Masters degree in Health Policy and Population Studies.

She joined NHRA in 2016 and held the position of head of the facilities regulation department. She developed the new organization chart and proposed the decision of the Technical and Engineering Requirements for Health Care Facilities.

Dr Maha led the inspection team at NHRA to correct many of the violations detected and helped the facilities to achieve the required standards. She also chaired Occupational Safety Committee in the Authority from 2018 to 2020 and participated in the issuance of the regulatory decision for the expatriate labor examination service in cooperation with the Ministry of Health and the e-Government Authority. She has also updated the laboratories quality standards in cooperation with the public health laboratory and developed the standards of institutions that provide Covid-19 examination and patient's isolation during the pandemic.

She developed with the department the new standards for health services such as hair transplantation, occupational health, medical consulting services , teleradiology, and medical laundry. Dr Maha was also involved in setting the licensing policies and procedures on SIJILAT IT system in cooperation with ministry of commerce and trade. She is representing the authority in many international and local forums and participated in the development of the accreditation standards and the NHRA strategy.





# NHRA Events:

## Annual Event



## Celebrating and honoring the children of employees who graduated or received high scores in their schools





## Eid Celebration



## NHRA Regulatory Conference







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